INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT

TAA & TrackOne

Developed By:	Indiana Department of Workforce Development Strategic Initiatives Unit
	@Work Solutions, Inc.
Presented:	May 11, 2007

TAA & TrackOne Table Of Contents

TAA & TrackOne
Table Of Contents

TAA & TrackOne Introduction

Picture this scenario. You walk into a business to get assistance with your widgets. A cordial person informs you that you need to fill out some forms and bring in some documentation to determine if he can help you. You fill out everything. When you return with the documentation, he tells you that he may be able to assist you with only a part of your widget problem. He reports that he has a partner who may be able assist you with the rest. You agree. He sets up another appointment (which means another trip for you) to see the partner who is located in the same office. Are you wondering why you have to come back if the partner is in the same office? However, being an amiable person, you leave and return for your appointment. At that time, the partner asks you to fill out more forms and provide additional documentation to see if you are eligible for assistance with your widgets. You quickly realize that the documents and paper work are very similar to the forms you completed the first day you arrived at the business. Are you frustrated yet? Is this premier customer service?

Grow Jobs.

Increase Personal Income of Hoosiers.

Deliver Premier Customer Service.

Sound familiar? These are the priorities of the Indiana Department of Workforce Development. We continually strive to make our processes easier for DWD customers to use, but frequently we end up making them jump through hoops, many times the same hoops. Common measures and service integration is designed to create a single hoop.

So how does TrackOne help us achieve our priorities and reduce the number of hoops?

On the next page, a flow chart depicts three service delivery processes.

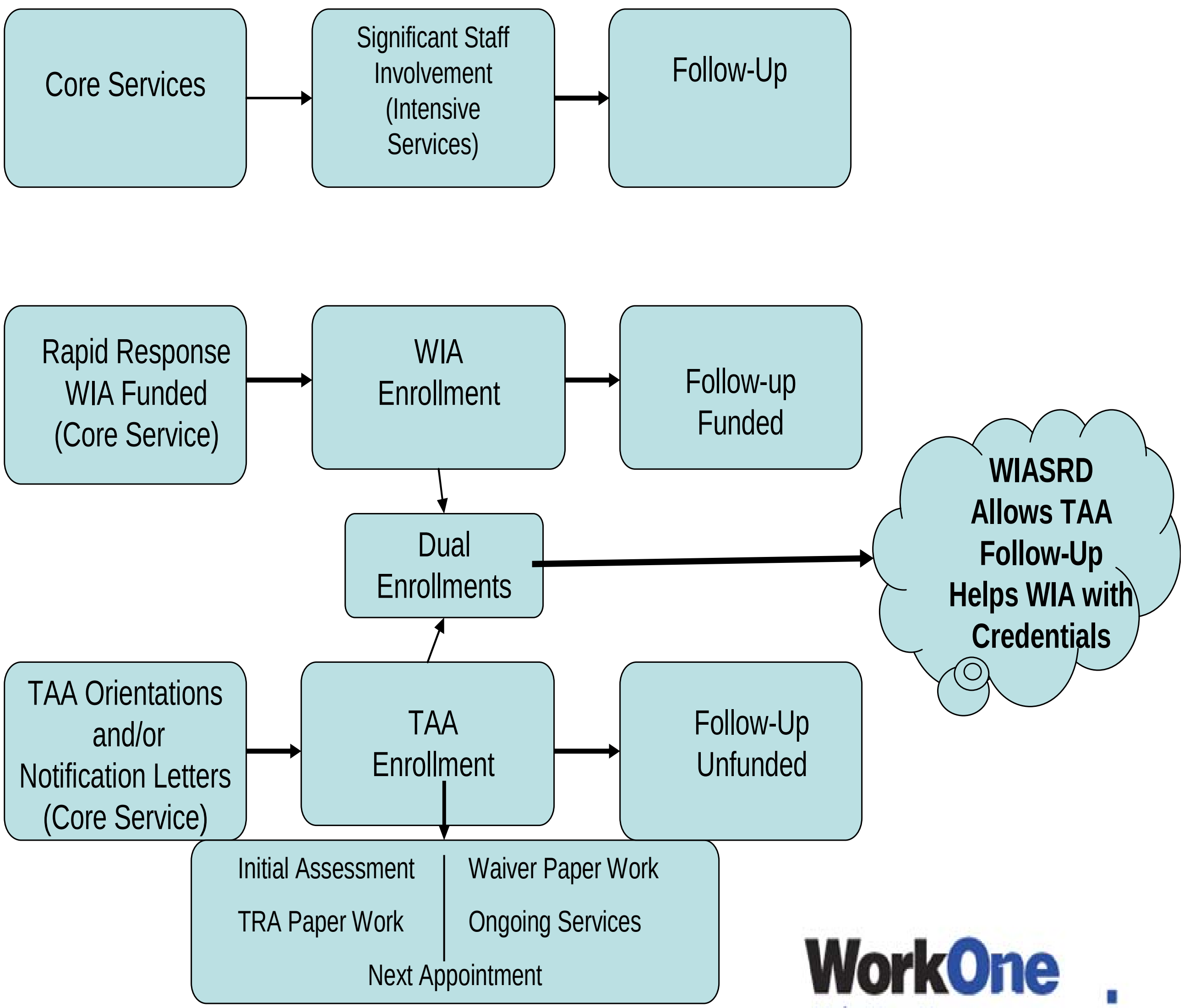
1. The flow of generic services: Core → Intensive (Significant Staff Involvement) → Follow-up
2. The WIA service flow
3. The TAA flow

In between is a depiction of co-enrollment or the Z-plan. Co-enrollment allows case managers to leverage program resources to build a comprehensive service package for clients.

These flows, common measures and the concepts of service integration have all been programmed in to a single case management system, TrackOne.

TAA & TrackOne Service Delivery Model

TrackOne Service Delivery Flow WIA/TAA



WorkOne Make Your Move

TAA & TrackOne Common Measures

Common measures is simply a uniform metrics system that measures program performance across government agencies based upon a common set of definitions and measurement equations. It is designed to allow Congress to easily determine how effective programs are in providing services to clients.

Common measures are a management tool. They are a starting point for conversations about similar training and employment activities, based on the core purposes of the workforce system. Key attributes include:

- Universal language and standardized data
- Employment-focused measures for adult programs and skill attainment measures for youth programs
- Designed in partnership with other federal employment and training agencies

The Adult Common Measures are:

- Entered Employment Rate
- Employment Retention Rate
- Average Earnings

TrackOne "mines" information out of client transaction records in order to calculate common measures.

TAA & TrackOne Common Measures

We are not alone in adopting common measures. Below is a list of agencies required to use common measures. All states are required to capture common measures data for all United States Department of Labor funded programs.

In addition to programs administered by ETA, the following Federal programs are subject to the common measures:

<u>**Department of Labor**</u>
Programs for Veterans:
- Veterans' Workforce Investment Program
- Disabled Veterans' Outreach Program
- Local Veterans' Employment Representatives
- Homeless Veterans' Reintegration Program

<u>**Department of Education**</u>
Adult Education
Rehabilitation Services:
- Vocational Rehabilitation Grants to States
- American Indian Vocational Rehabilitation Services
- Supported Employment State Grants
- Projects with Industry
- Migrant and Seasonal Farm Workers

State Grants for Incarcerated Youth Offenders
Vocational Education:
- Carl D. Perkins Vocational and Technical Education Act - State Grants
- Carl D. Perkins Vocational and Technical Education Act - Tech Prep State Grants
- Carl D. Perkins Vocational and Technical Education Act – Tribally Controlled Postsecondary
- Vocational Institutions

<u>**Department of Health and Human Services**</u>
Temporary Assistance to Needy Families

<u>**Department of Veterans Affairs**</u>
Vocational Rehabilitation and Employment Services and Benefits

<u>**Department of the Interior**</u>
Job Placement and Training

<u>**Department of Housing and Urban Development**</u>
YouthBuild

TAA & TrackOne Common Measures

This chart defines the TAA performance measures.

TAA Program Measures	Definition	Goal	Actual	Meeting
Entered Employment Rate	% of participants employed soon after exit	70%	69.6%	**No**
Employment Retention Rate	% of participants employed several months after exit	89%	92.1%	Yes
Earnings Replacement Rate	Increase in participants earnings from pre-program to post-exit	80%	116%	Yes

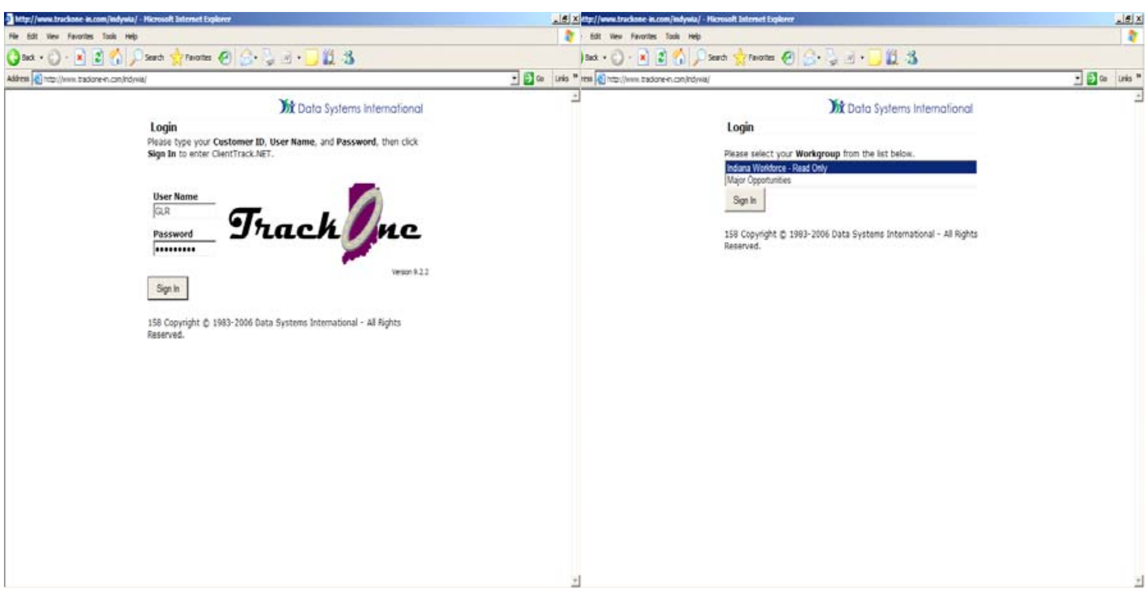
TAA & TrackOne

Navigating TrackOne

As with any software program, the main ingredient to its successful use is learning its features and how to navigate through the program. TrackOne, as its name implies, is a tool for tracking the work you are doing with TAA. As with most tools, the more you know about how it operates and the more you practice using it, the more effective it becomes.

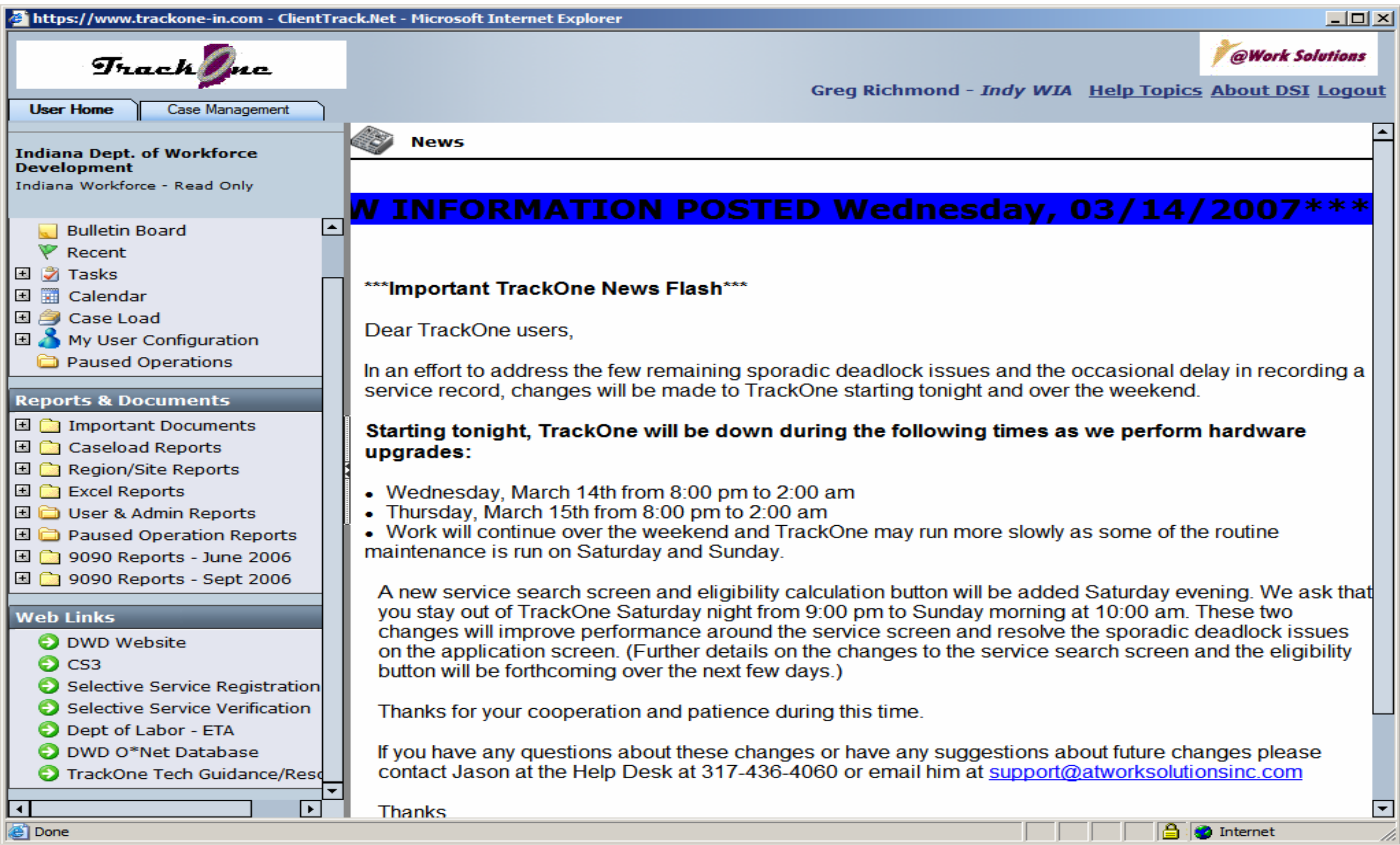
Typically, anything new can be a little disconcerting at first, but with time, we become proficient and comfortable with the tool. The goal of this class is to help you make the transition as smoothly as possible.

First, access the Internet and enter the web address: http://www.trackone-in.com/indywia/. This opens the website's log-on screen (see screen shot below on left); enter your password and click sign-in. This will open the next screen (screen shot below on the right) that asks you to choose which work group you want to open. We will open the work group by clicking to select Indiana Workforce and then clicking "Sign–in." This will open the TrackOne home page (see the screen shot on the next page).



TAA & TrackOne

Navigating TrackOne

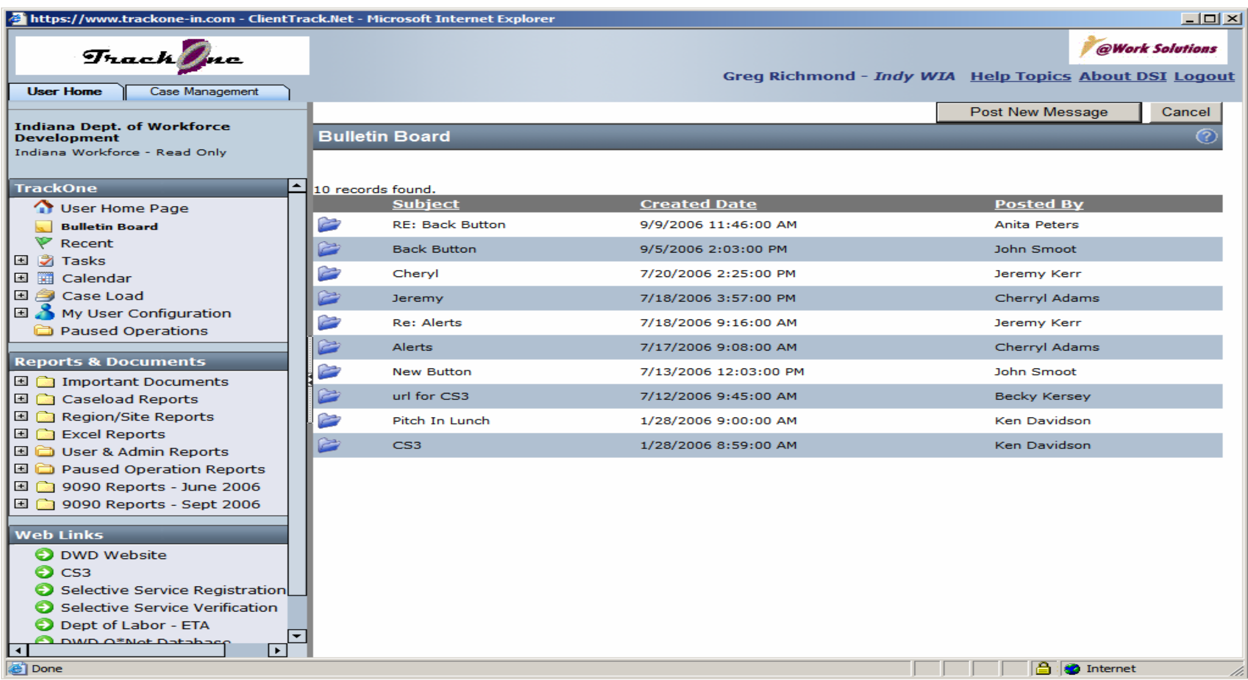


The home page has several key parts we call "panes."

1. The top pane is a narrow band across the top of the page. It shows the software's name, the name of the individual signed in, the company logo for the software owner, and hyperlinks to "Help Topics," "About DSI (Data Solutions International)" and the "Logout" link.
2. The left side panel is our navigational panel. This panel has two tabs — each tab contains links to the various screens for operations and information in the system. The left hand tab takes you to the User Home page and the right tab takes you to the case management screens. We will be covering these links in detail on the following pages.
3. The center pane is the information and work screen for TrackOne. Let us start with the User's Home tab first.

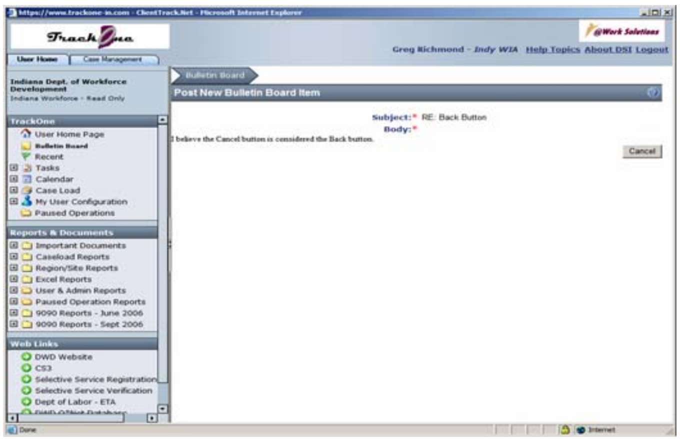
TAA & TrackOne Bulletin Board

The TrackOne Bulletin Board allows you to interact with your peers throughout the state. You can pose questions, observe, and share best practices. Each person's posting will show the subject of the posting, the date and time the message was posted, and the name of the person posting. Please note that the column headings (Subject, Created Date, and Posted By) are underlined. Clicking on them will do an ascending or descending sort.

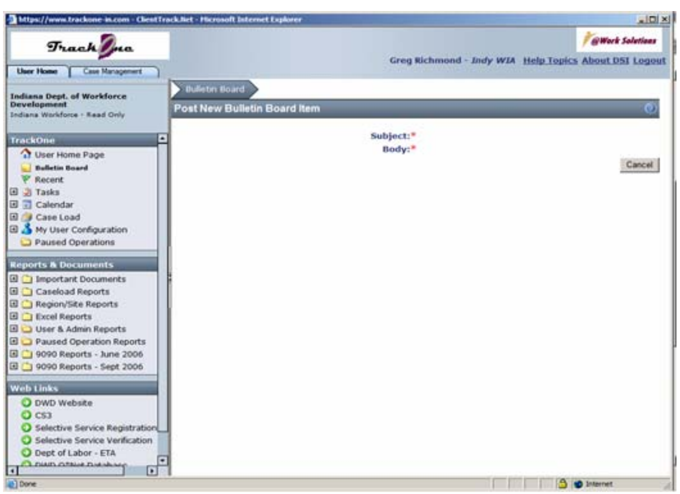


TAA & TrackOne Bulletin Board

To the left of the subject column heading, you will see a file folder icon. Clicking on this icon will open the message.



In the lower right hand quarter of the top pane, you will see two action buttons. The first is “Post New Message.” Clicking this button will open the message-composition screen.



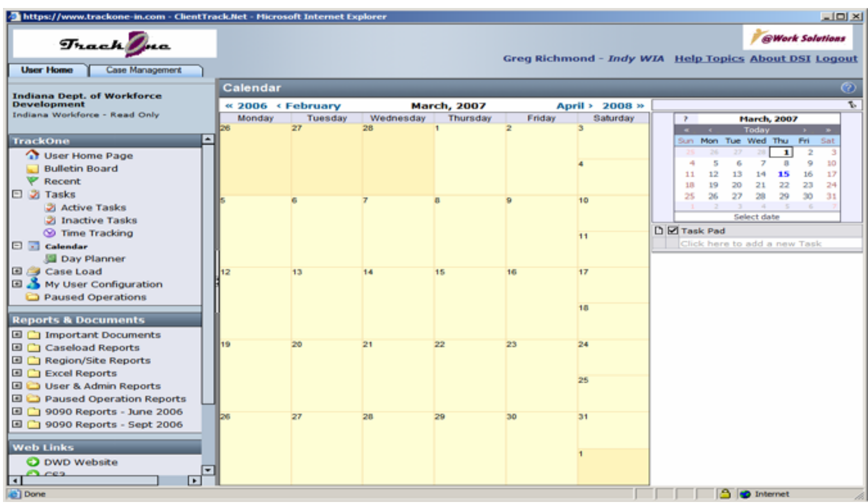
TAA & TrackOne Calendar

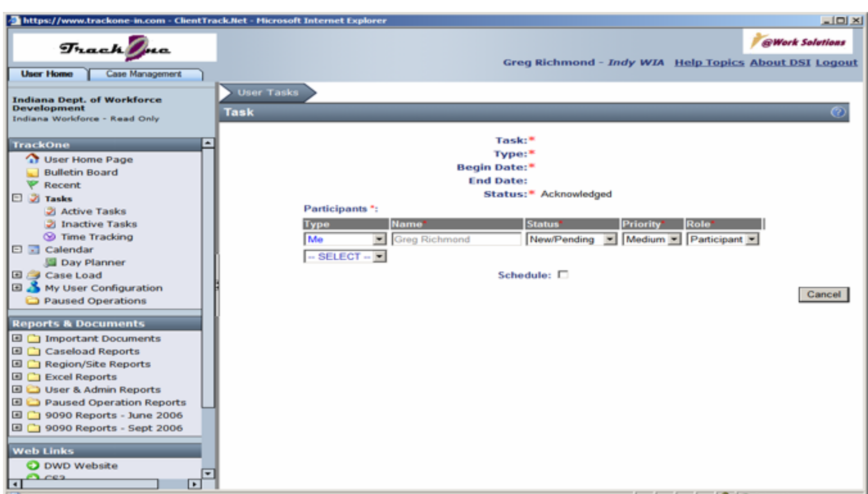
TrackOne has a calendar that is very similar to your Outlook calendar. The calendar has two different views, “Monthly” and “Daily.”

Below is an example of the Monthly Version.

To add an appointment or important event to your calendar, click on the day that you need a reminder, and a dialogue box will open.

Describe the reminder or task in the boxes and identify a date that it is to complete. If it has already been completed, fill in the completed date, any other appropriate information, and select “Save.”

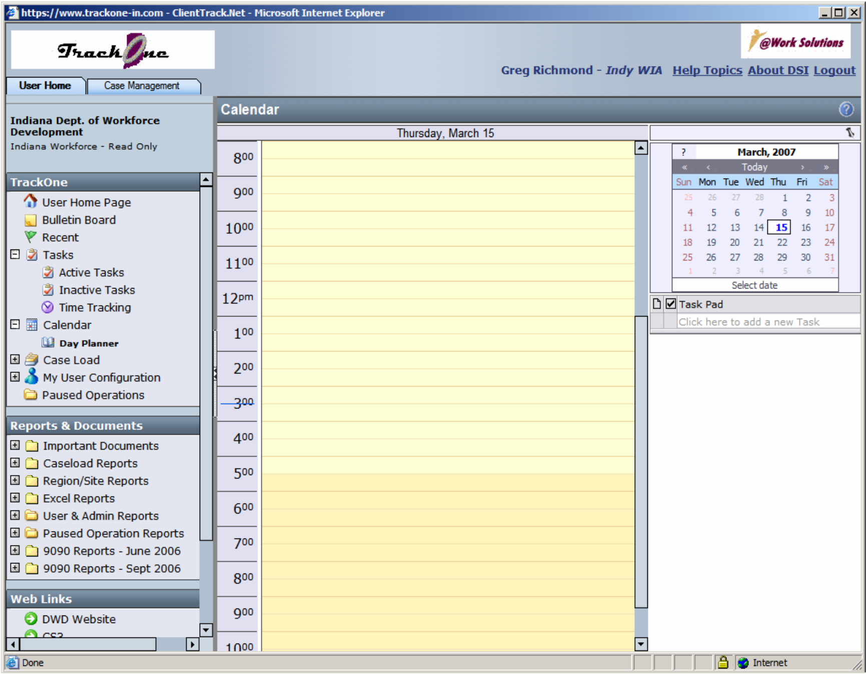




TAA & TrackOne Calendar

The daily view can be used like a Day Timer to help with your time management.

You can enter appointments, tasks, etc. It works similarly to your Outlook calendar. Instead of clicking on the calendar as you did in the monthly view, you click into the text box under the label “Task Pad.” It is on the right side of the screen towards the top. If you enter a participant’s task, it will appear as a reminder on your calendar, and it will show on the client’s file as well.



TAA & TrackOne Paused Operations

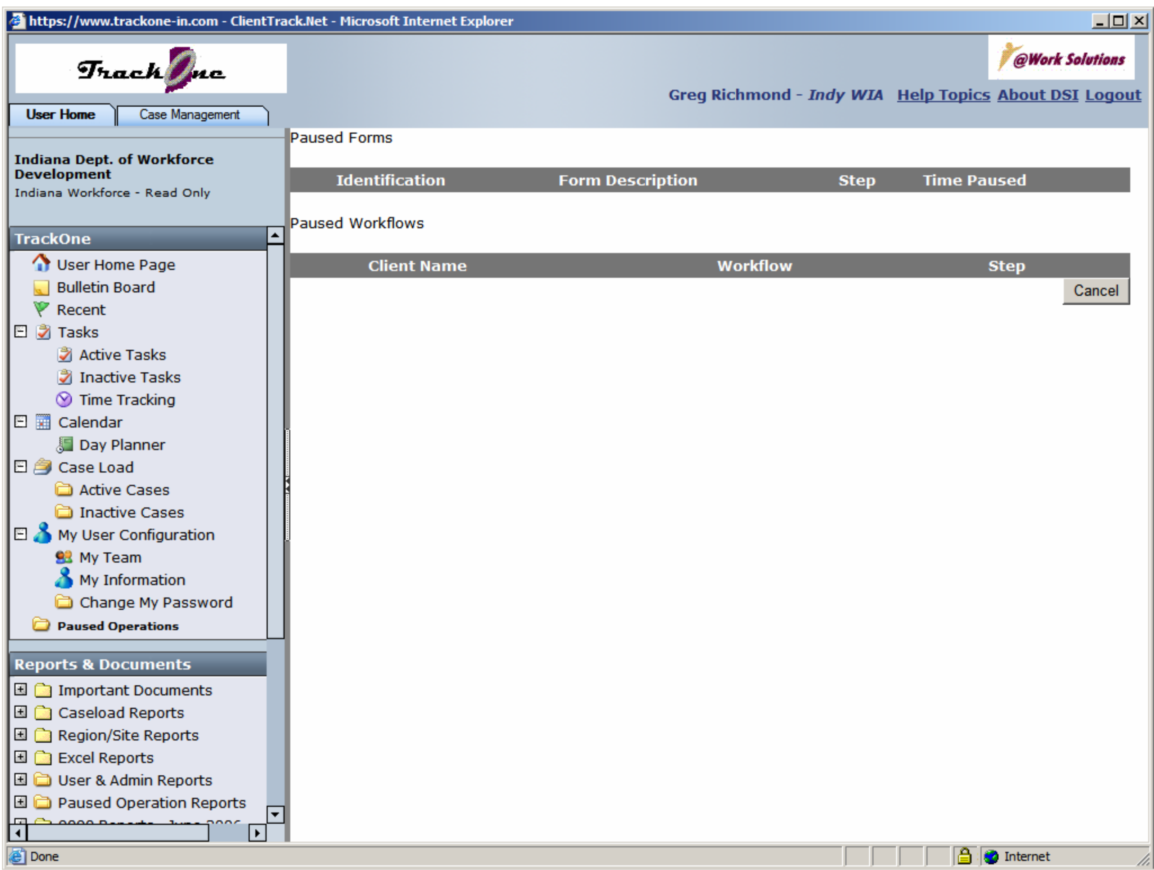
For security purposes, TrackOne will time out after 30 minutes of inactivity. Interruptions are a normal part of our work lives. The paused operations function allows case managers to temporarily “freeze” their work before it is written to the database. Your work is stored in a special location under the “User Home” tab. When you are ready to finish and save your work to the database, click on the “User Home” tab, then click the “Paused Operations” icon on the Navigation pane. Your paused work item will open and you can proceed.

The following are some scenarios where Paused Operations are helpful:

1. A fire alarm goes off.
2. Client shows for an appointment but forgot an important piece of documentation necessary for the eligibility determination process.
3. Client leaves in the middle of an eligibility determination appointment to visit the restroom and doesn’t return.

Let’s take a short pause

TAA & TrackOne Paused Operations



TAA & TrackOne Reports

TrackOne has a multitude of reports that can be generated. There are many that are available within the program on the “User Home” tab. These are referred to as “canned” reports. Additionally, Master Users can access the raw data in order to create a variety of ad hoc reports.

Reports can be generated at the following levels:

- Statewide
- Region
- Site
- Case Manager

Details about the TrackOne reports are located on the DWD TrackOne website through the following link:

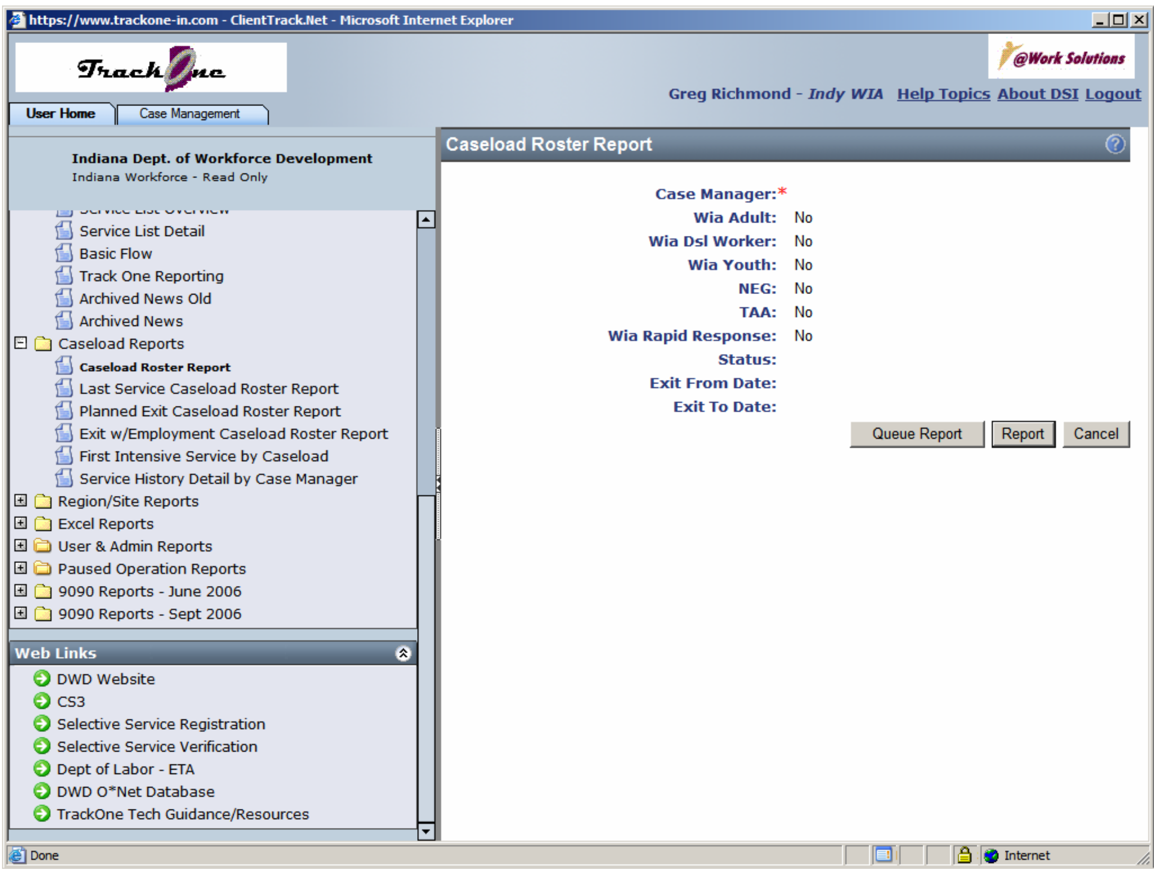
http://www.in.gov/dwd/partners/TrackOne/to_TrackOneReportsDefined.pdf.

The manual, entitled “TrackOne Reports Defined,” gives specific information on the uses of the canned reports and how to generate them.

TAA & TrackOne Caseload Reports

The following screen shot shows the available “canned” caseload reports contained within TrackOne. Specific details regarding the use of each of these reports is contained in the TrackOne Reports Defined manual.

Please note that many of the canned reports in TrackOne are multi-functional.



TAA & TrackOne Web Links

The last section of the navigation pane that we will look at is called “Web Links.”

These are actual hyperlinks that take you to important resources needed for case management.

DWD: This is the DWD website, which has valuable links for clients and staff.

CS3: This is the Internet version of DWD’s Job Search and Match system.

Selective Service Registration: Even though there has not been a draft for many years, males between the ages of 18 and 25 or males born after 12/31/1959 must register with the Selective Service. The client can register online from this site.

Selective Service Verification: This is a website for verifying that male participants between the ages of 18-25 are registered with Selective Service.

The U.S. Department of Labor’s ETA: Contains a lot of program information learning aids, and various resources that are helpful.

DWD’s O*Net Database: Access to the O*Net system allows you to look up O*Net Occupational Codes as well as excellent labor market and career exploration links.

TrackOne Tech Guidance/Resources: This is a webpage within the DWD website. It provides links to technical notices, policy and procedural notices, training materials and more.

TAA & TrackOne Web Links

Several Web links are posted on the “User Home” tab within TrackOne. These Web links allow the user to access information easily from within TrackOne.

TAA & TrackOne Case Management

The case management tab is where you will be doing the majority of your work.

TrackOne stores each client's records in an electronic folder. This folder contains all of the information pertaining to the particular client. It contains the following information:

- Client demographic information
- Application/Registration/Enrollment records for each program
- Service Records (core, significant staff involved/intensive/training, follow-up)
- Funding obligation records
- Case Notes

In order to create an electronic folder for new clients, you must capture and enter the following basic demographic information in TrackOne:

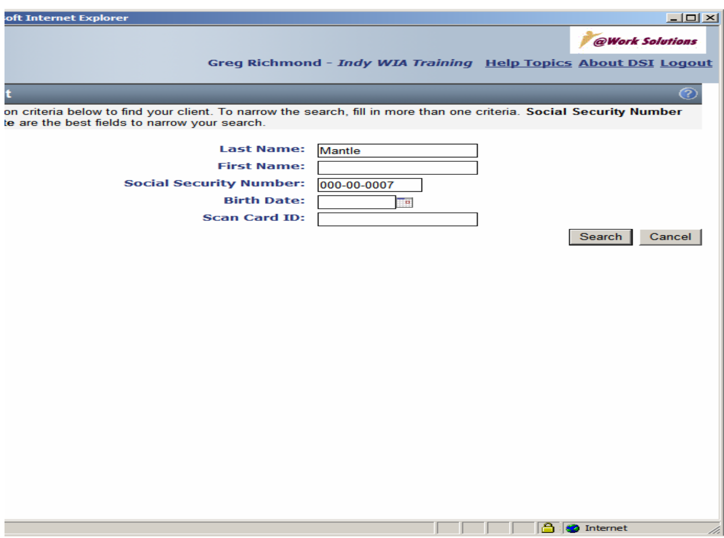
First Name	Last Name
Social Security Number	Veteran Status
Employment Status	Date of Birth
Gender	Race
Ethnicity	Disability Status

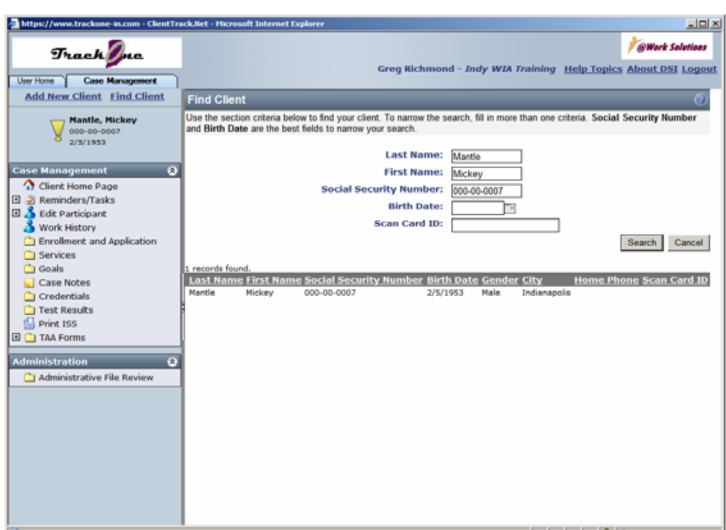
Use the "Find Client" feature to determine if the client has an existing electronic folder in the system before generating a new one.

TAA & TrackOne
Find A Client

The “Find Client” button is the second link you will see at the top of the “Case Management” tab navigation pane. You will want to attempt to find your client by Social Security number, last name, first name or birth date. A Social Security number should give you a unique result, but the other choices may generate a list of clients. You need to verify that you are selecting the right person.

TIP: It is best to keep your search as broad as possible. TrackOne searches for a record that exactly matches what you type in to the search window. Many people use different abbreviations, spacing and punctuation which can impact your search.

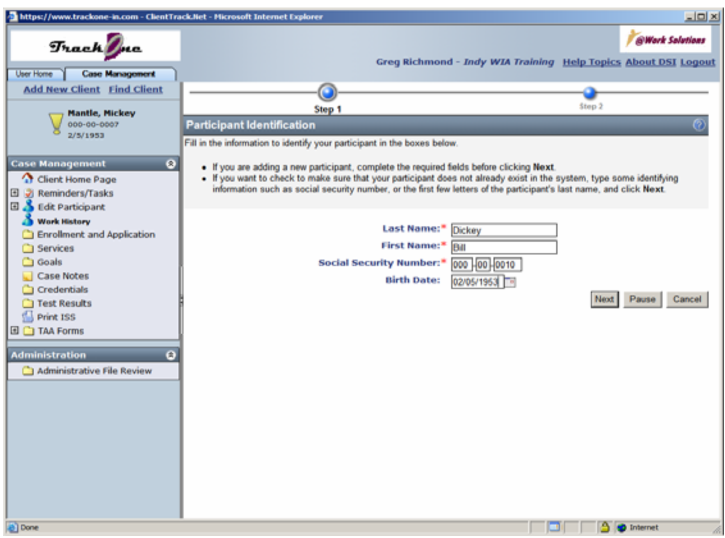


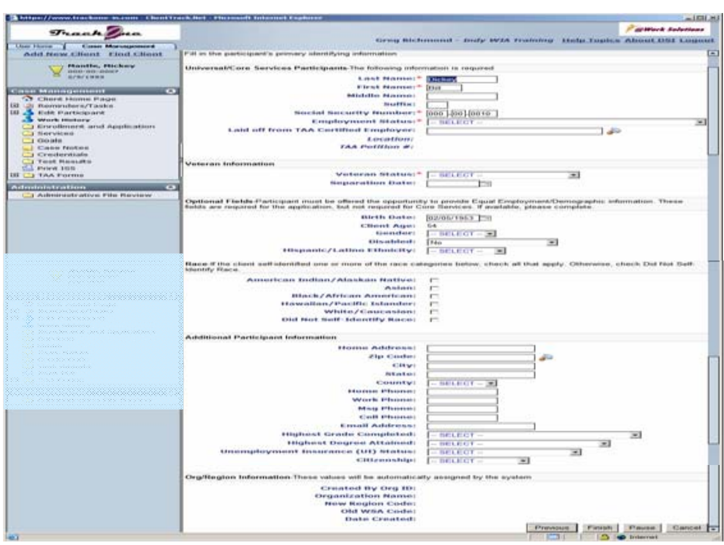


TAA & TrackOne
Add a New Client

At the top of the “Case Management” tab are two links. The screen pictured below will open when you click the "Add New" link. We will be getting in to applications in depth when we discuss the “Enrollment and Application” link.

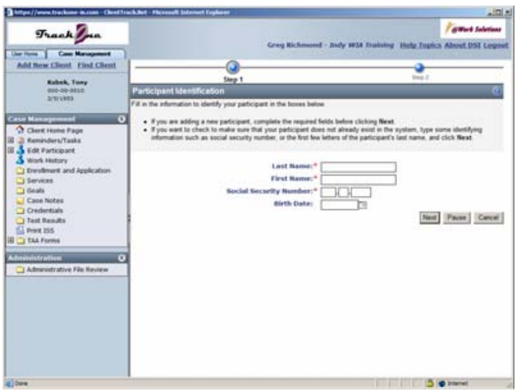
NOTE: Before inputting a participant as new, you need to make sure the participant is not already in the system.

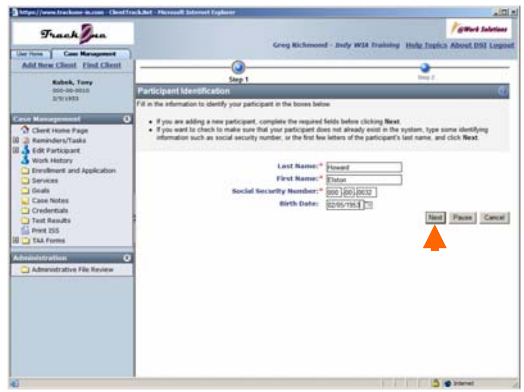




TAA & TrackOne Add New Client

Before we can proceed with the Navigation pane, we are going to enter a new participant. The premise is that you have held a TAA Orientation and you are ready to record the information in TrackOne for your client. First, you have verified that your client is not in the system. Next, click the "Add New" button.

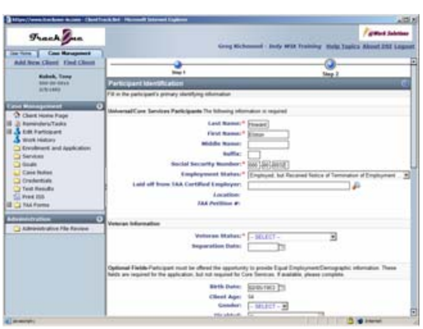


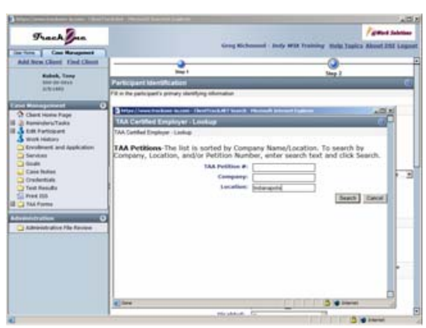


Enter the "Participant Identification" information and click the "Next" button.

TIP: Notice the top of the screen. There is an indicator that shows the number of steps in this process and the current step. These bubbles tell you where you are in a multi-step/screen function.

Most of the items are self-explanatory so now you will simply fill in the fields. The fields marked by an asterisk are required. We are going to look at the items with drop down boxes or search boxes or a list to choose. When you reach the "Laid off from TAA Certified Employer," click the magnifying glass. This will open a search dialogue box.

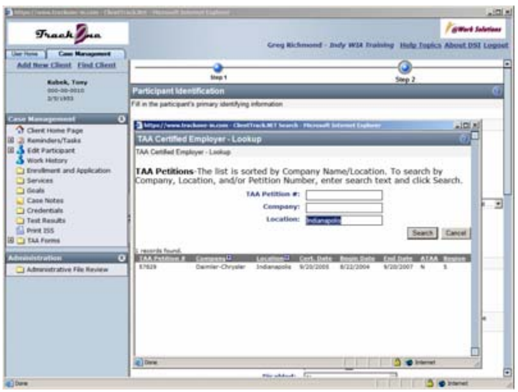


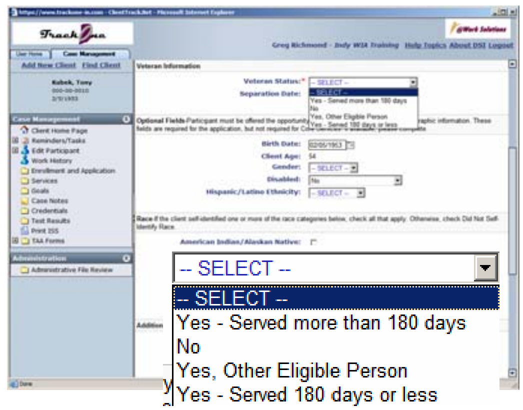


This box is for locating the "Affected Employer." You can search by TAA Petition #, company name, or city. The search by "petition #" should be unique and give a single response.

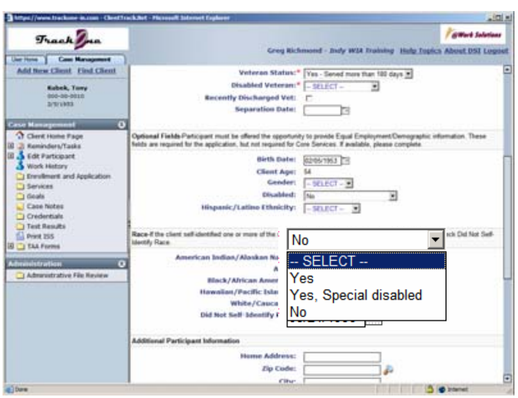
TAA & TrackOne Add New Client

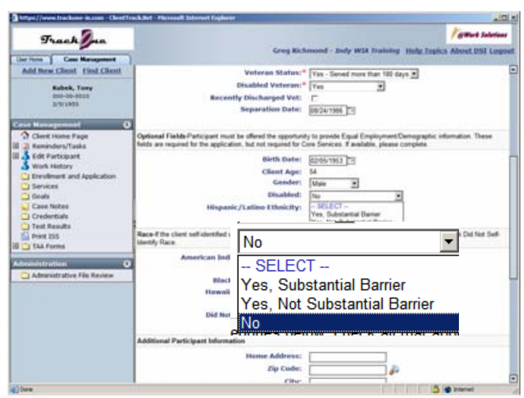
The search will bring up a list of companies. Select the name of the company where the participant worked. Next, click the down list arrow on the “Veteran Status” field. Select an appropriate response from the list. The choices are shown expanded on the figure.





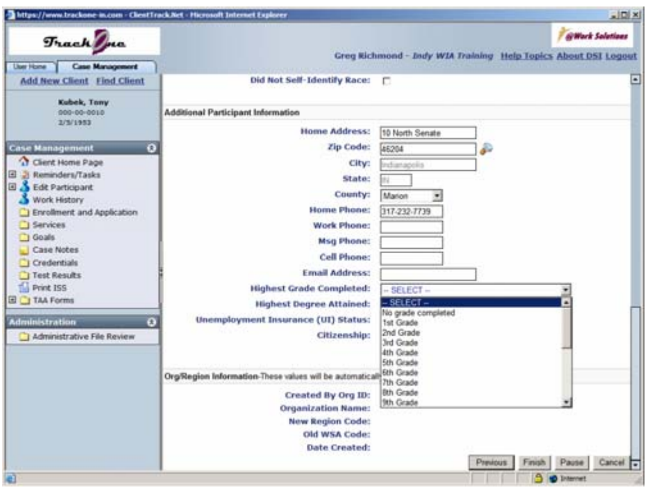
The next field is the Disabled Veteran field. Click the down list arrow and select the appropriate response from the list the list of choices been expanded on the figure. The next drop field is used to record the client’s disability status.

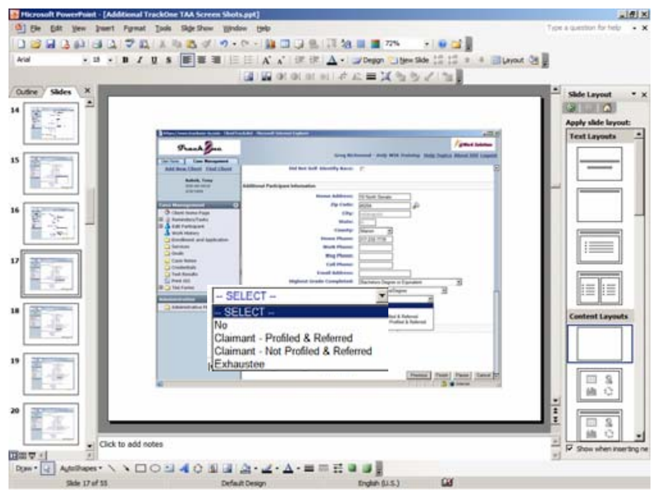




TAA & TrackOne
Add New Client

The next several fields allow the user to record information about the client's educational level and status, along with UI status.





The remaining fields gather additional information about the client.

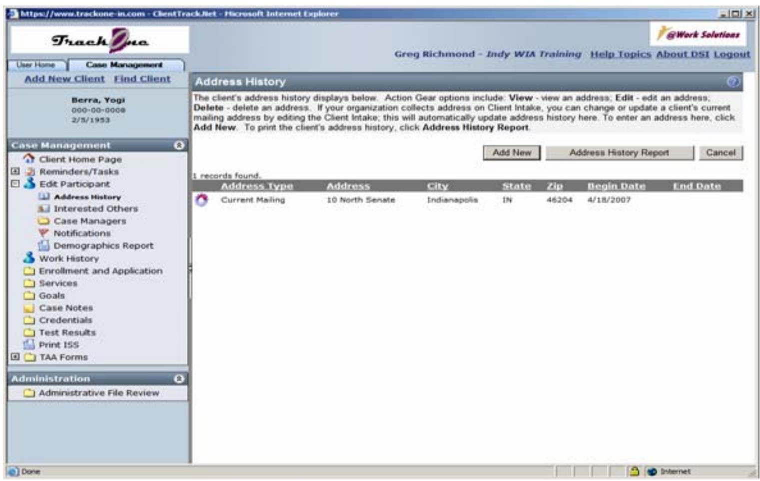
NOTE: **While it is always best to capture as much information about the client as early as possible, you are only required to capture the 10 basic demographics (first name, last name, SSN, veteran's status, employment status, birth date, race, ethnicity, gender and disability status) before entering a core service. For the TAA program, core services are defined as the TAA Orientation and Notification Letter.**

NOTE: **If you need to edit any information that you have entered on these screens at a later date, use the "Edit Participant" link.**

TAA & TrackOne Address History

This screen is designed to show the address history of a client at a glance.

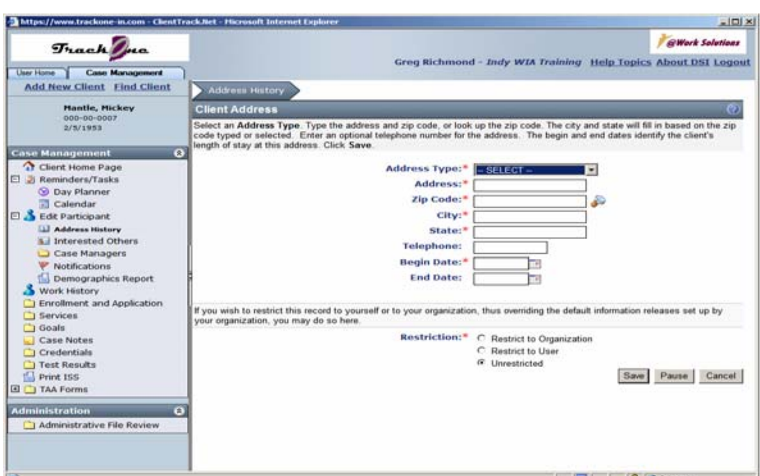
Click on the “Address History” link on the navigation panel. The screen shown below will open. This will show the client’s current address.



To add a new address, click on the “Add New” button and TrackOne will take you to the “Add Address” screen as shown in the screen shot below.

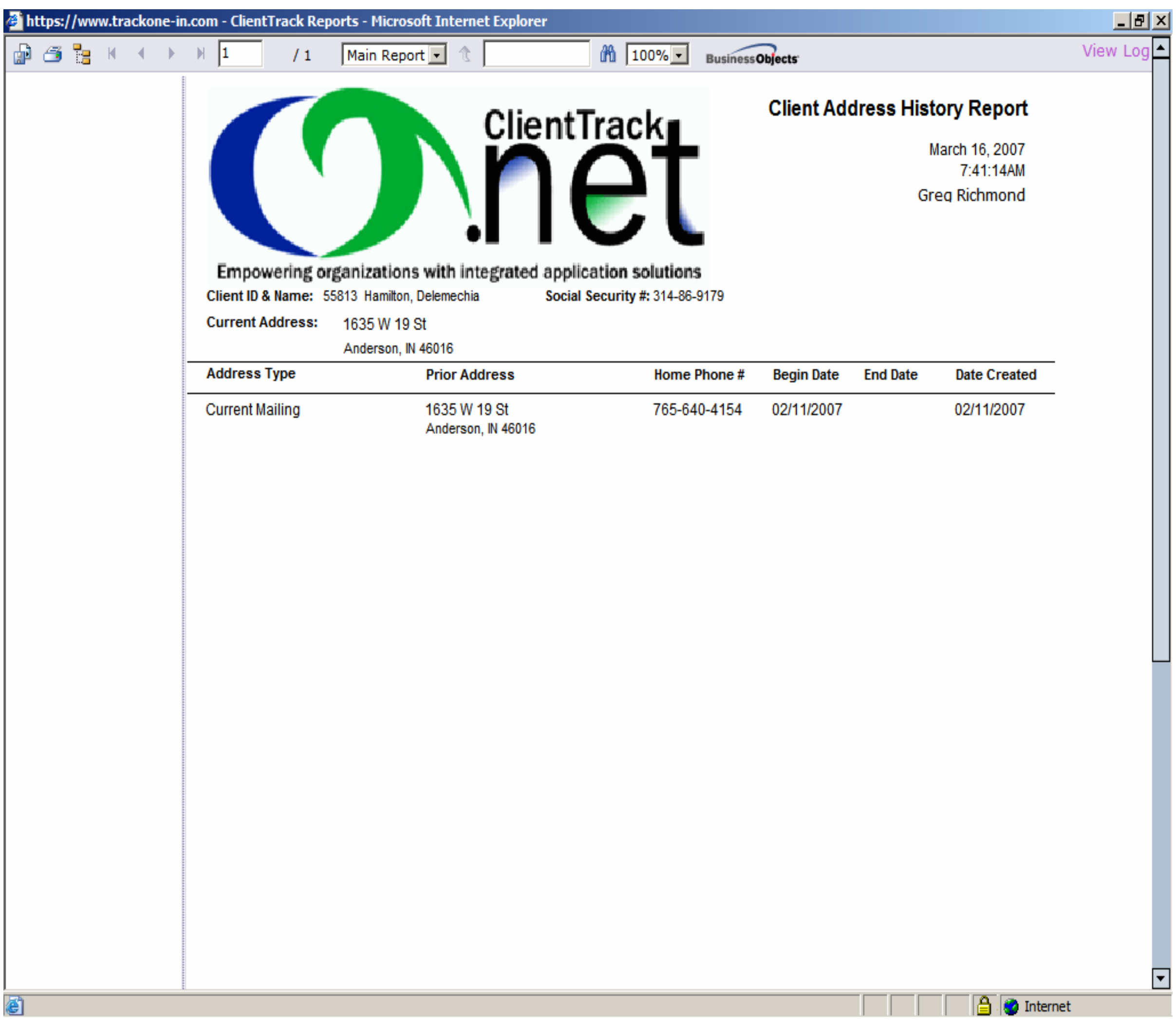
NOTE: The drop down list for address type contains the following choices:

Summer	Current Mailing	Previous Mailing
Temporary	Residential	Transitional
Permanent Supportive	Emergency	Last Permanent



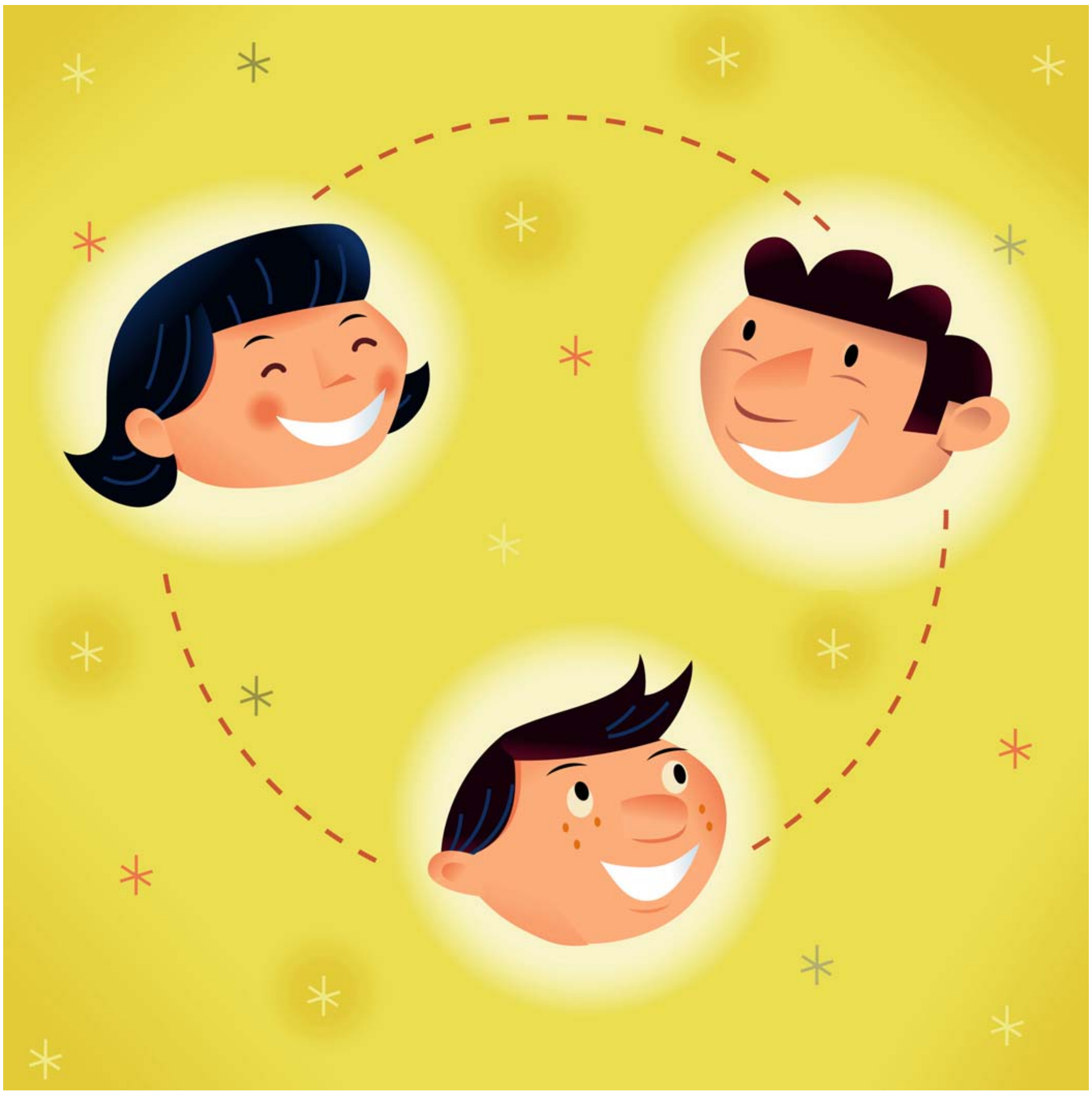
TAA & TrackOne Address History

Clicking the “Address Report” button will generate a report as seen below in the screen shot.

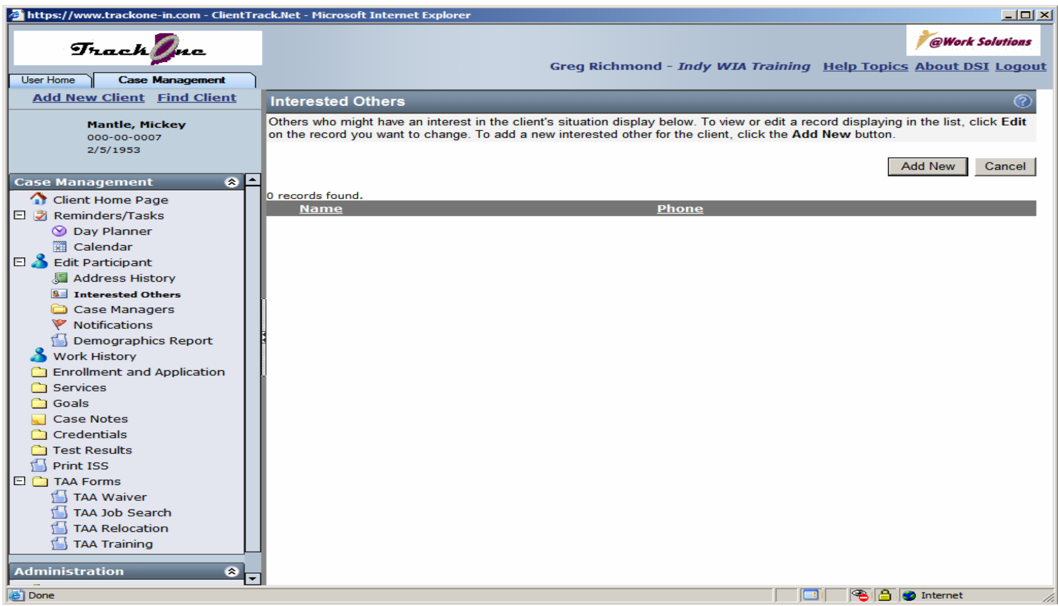


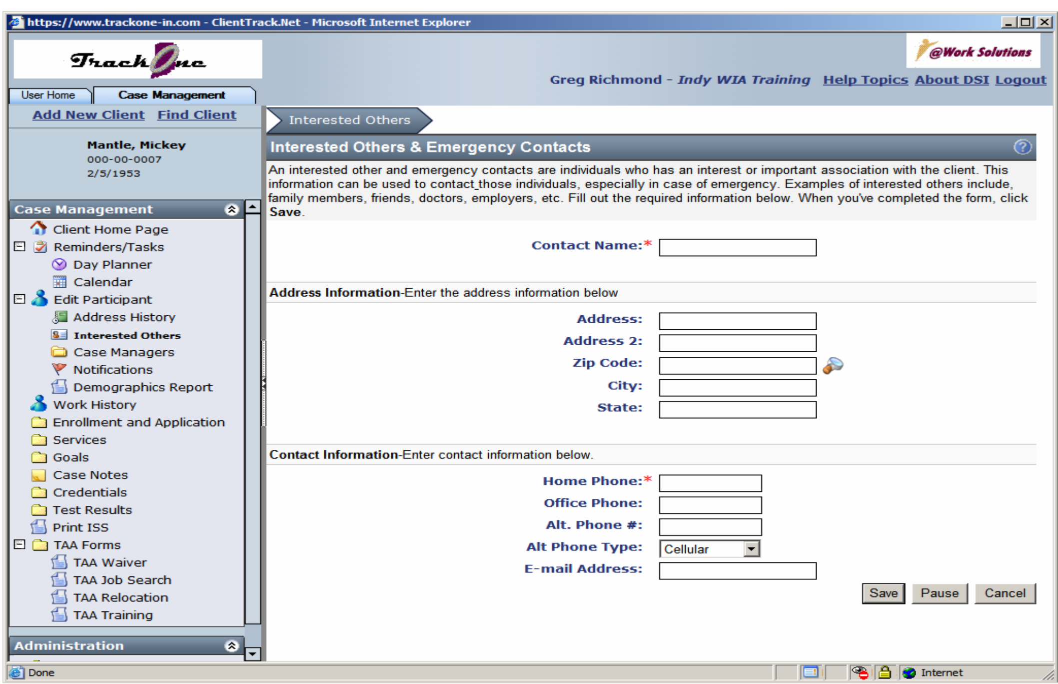
TAA & TrackOne Interested Others

The "Interested Other" screens are where you can list emergency contacts for your client or other contacts for the client that may be beneficial.



TAA & TrackOne Interested Others



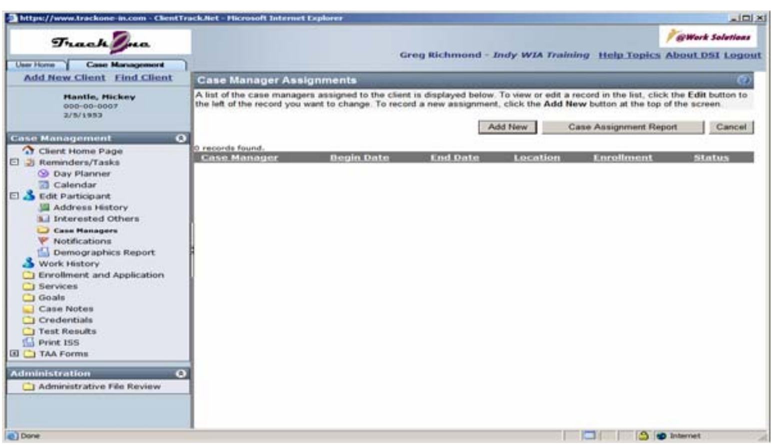


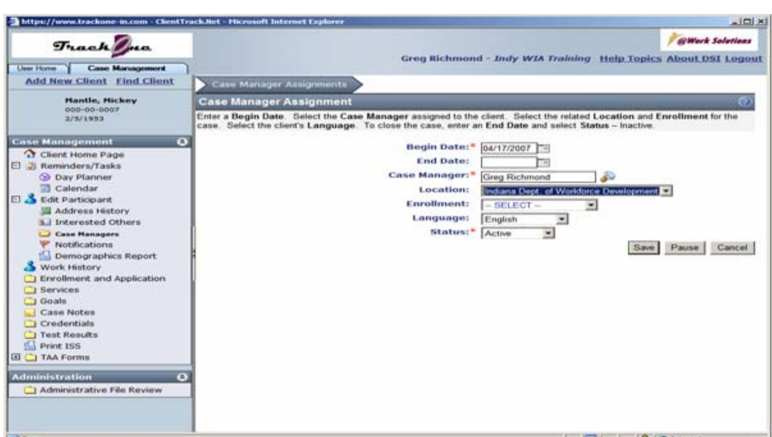
TAA & TrackOne Case Managers

This screen allows you to assign yourself or others as the case manager for the client record.

It is required that you assign yourself as the case manager for all active cases on your caseload. This will allow you to receive any alerts generated by the system for each of your assigned clients. Additionally, it allows you to generate reports that accurately depict your workload and allows your supervisor to monitor your progress.

NOTE: **Supervisors can add themselves as a case manager to each of your client files in order to obtain alerts. This is not required by state policy, but may be required under local office policy.**





TAA & TrackOne Notifications

Notifications are designed to allow the Case Manager to send him/herself reminders, as needed.

From this screen, you can add a notification or edit to an existing one. To add a notification, click the "Add Button."

Select the type of notification: Violence, No Contact, or General.

Next, select the urgency level of the notification: Urgent, Normal or Non Urgent.
The exclamation points are color coded depending on the urgency you assigned.

Urgent is Red

Normal is Yellow

Non-Urgent is Green

Date Added: The default is today's date, but it can be changed. You can delete the date and type in the date you need or you can click the calendar icon and select the date you need from the calendar and it will fill the date box.*****

User's name: Note the magnifying glass next to the name. If the wrong Case Manager is listed, you click the magnifying glass to see a list of case managers. Click on the correct Case Manager to select that person.

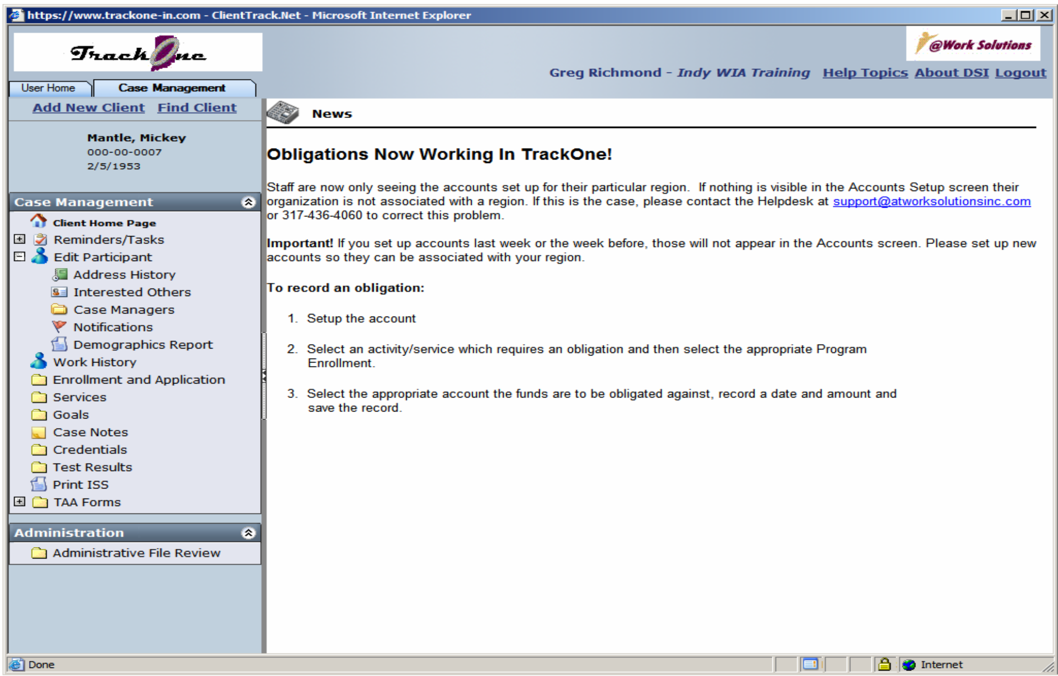
Note Text Box: Enter a concise explanation of the notice and its purpose.

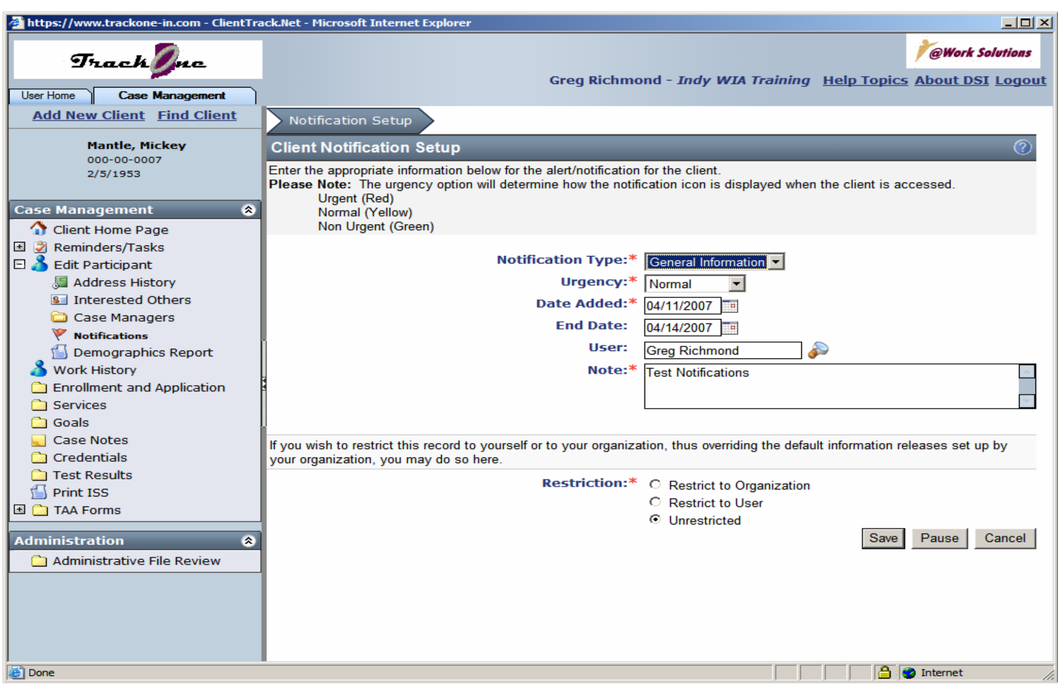
Restriction: Select if you want to restrict this notification to your organization, yourself, or unrestricted.

The next time you open a case that has had a notification added, you will see an exclamation point to the right of the client's name on the navigation panel.

To edit a notification, click on the icon to left of notification listed in the working pane.

TAA & TrackOne Notifications

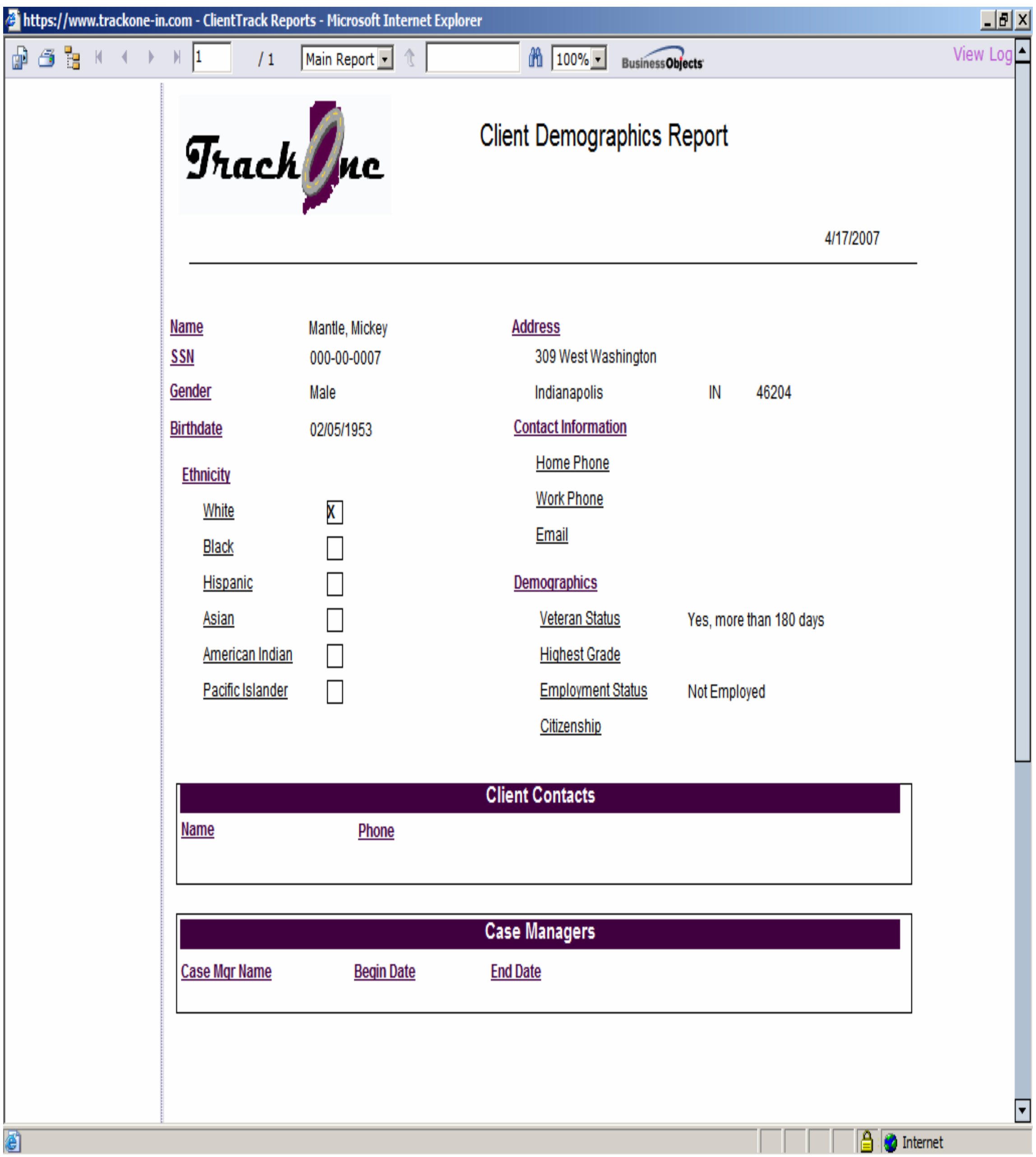




TAA & TrackOne Demographics

The Demographics Report is a printable report showing the demographic information for your participant.

The Demographics Report can be used as a file face sheet, if desired.


https://www.trackone-in.com - ClientTrack Reports - Microsoft Internet Explorer

1 / 1 Main Report 100% BusinessObjects View Log

Client Demographics Report

4/17/2007

Name	Mantle, Mickey	Address	
SSN	000-00-0007	309 West Washington	
Gender	Male	Indianapolis	IN 46204
Birthdate	02/05/1953	Contact Information	
		Home Phone	
		Work Phone	
		Email	

Ethnicity

White	X
Black	
Hispanic	
Asian	
American Indian	
Pacific Islander	

Demographics

Veteran Status	Yes, more than 180 days
Highest Grade	
Employment Status	Not Employed
Citizenship	

Client Contacts

Name	Phone

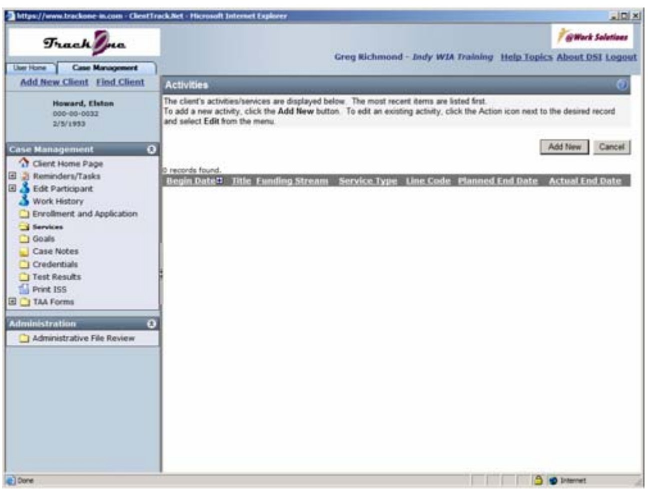
Case Managers

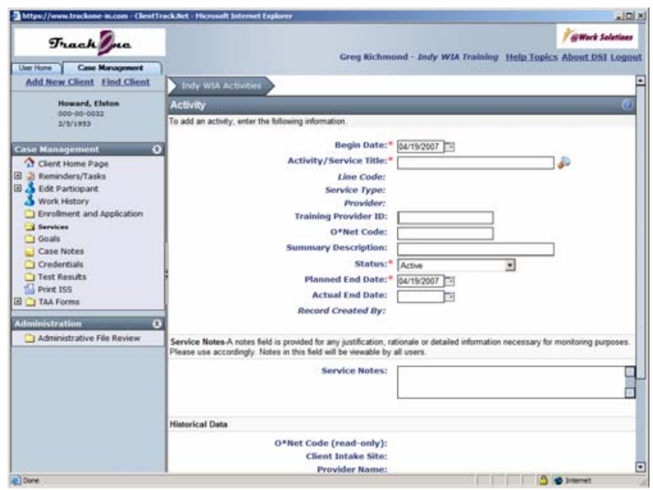
Case Mgr Name	Begin Date	End Date

Internet

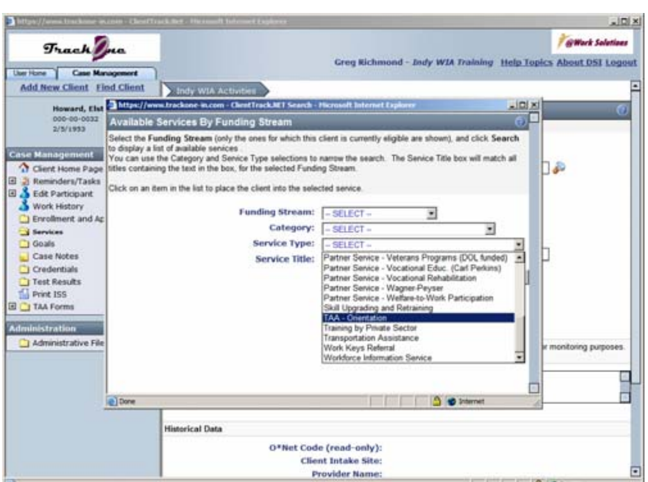
TAA & TrackOne
Entering A Core Service

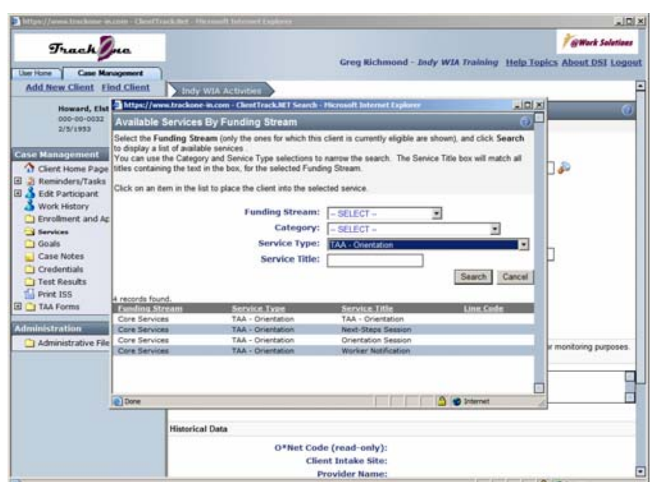
Once you have entered your client's primary information, you need to record the fact that you have provided a core service, the TAA orientation. On the Navigation pane, click the “Services” link. That will open the “Services” pane. Click the “Add New’ button to open the “Activities / Services” screen.





Click the magnifying glass to the right of the ‘Activities / Services” text box. This will open the “Available Services by Funding Stream.” There are a variety of search options. Since you know your service title is TAA Orientation, select that option. A list of services with TAA Orientation in the title will open.

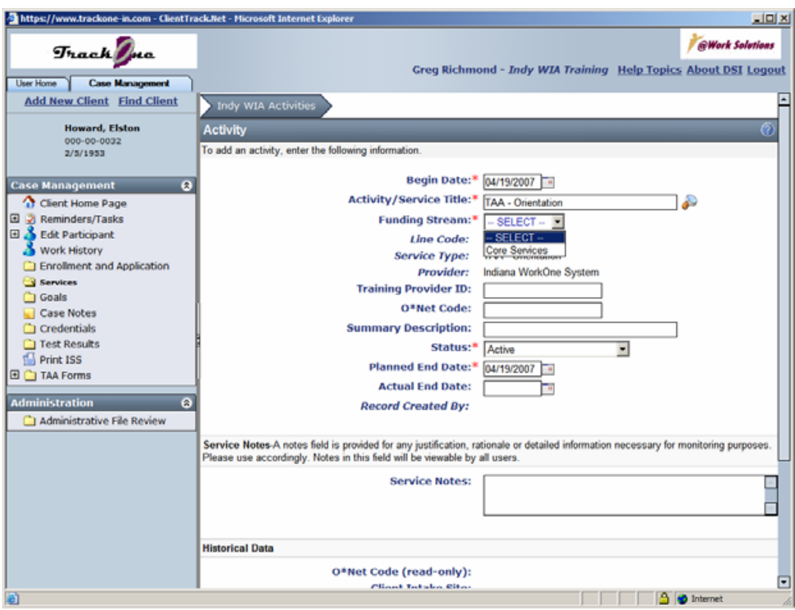




TAA & TrackOne
Entering A Core Service

Selecting the TAA Orientation service will take you back to the activity screen. Click the down list arrow on the funding stream and select core services. Next, fill in the rest of the required fields. You may choose to enter a brief service note; however, this is not required. Click the save button.

NOTE: Service notes do not replace the need to write a detailed case note.



Clicking “Save” returns you to the “Activity” summary screen.

TAA & TrackOne
Entering A Work History Record

As with CS3, a complete and accurate work history is critical to successfully working with your client. It allows you to get a glimpse of their skill, experience, and may yield insight into potetial barriers to future employment.

Completing the work history screens at this stage will allow information to carry over in to the application screens should you need to complete them. Therefore, it is recommended that case managers complete the work history screens prior to the application screens to save time during the application stage.

The steps for completing the work history screens are as follows:

- Click the work history link.
- Click “Add New.”
- You will need to check to see if the employer is already in the system. When the dialog box opens, type in the employer’s name.
- Click “Next” or click on the magnifying glass. An employer search dialog box will open.
- Type in all the information you have on the employer into the appropriate fields.

NOTE: The employer’s tax identification number is the FEIN.

- Click “Search”; a list of matching employers will appear below the dialog box. If your employer is not listed, click the “Add” button.
- Click “Next”. Complete as many of the fields as possible. The following fields have an asterisk and are required:

  Hourly Wage

  Average Weekly Hours

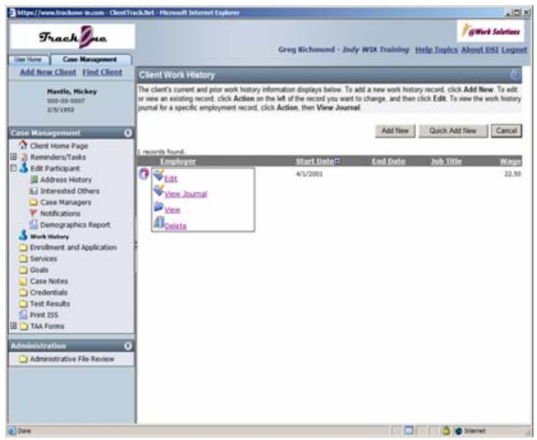
  Job Start Date

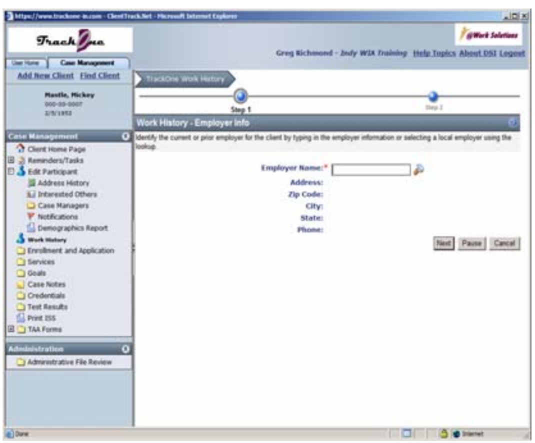
  Classification

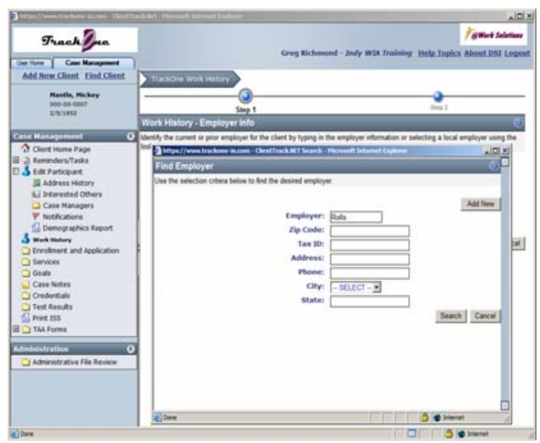
  Placement Type

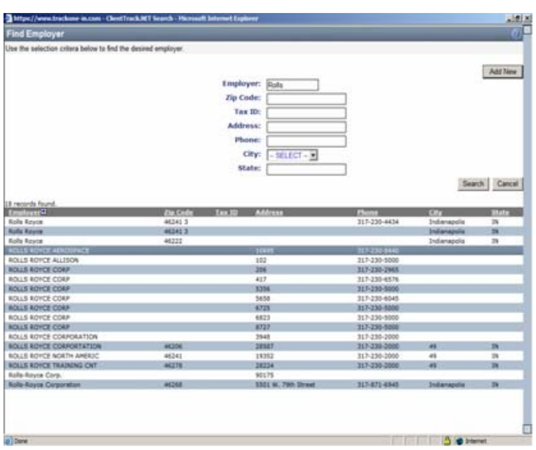
- Click the “Finish” button to save the record.

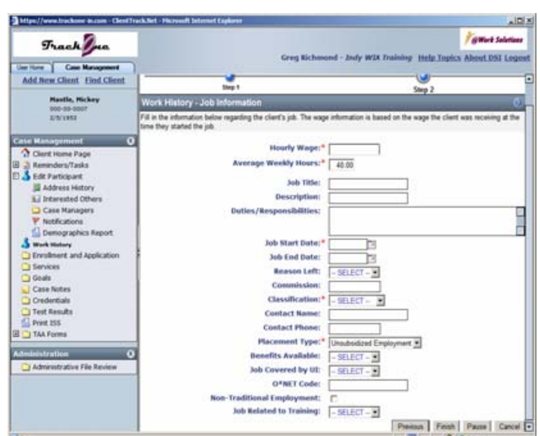
TAA & TrackOne
Entering A Work History Record





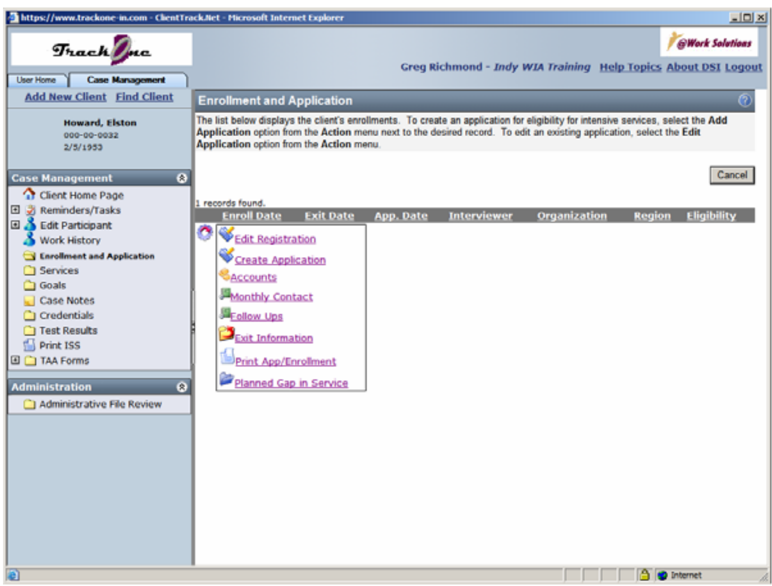






TAA & TrackOne Application

Up to now we have entered the minimum required information about our participant to be able to record a core service. The TAA Orientation is a core service; therefore, the participant has not been enrolled into the program. The TAA "Next Steps" meeting is a "significant staff involved" service. In order to enter this service record, we need to complete an application for the participant. Click the Enrollment/Application link on the navigation pane. Click on the gear icon. This opens a drop down menu. Read the selections carefully. Since our participant is new, select the "Create an Application" link.



There are five parts to the application process:

1.) Applicant Information

2.) Employment Information

3.) Other Client Information

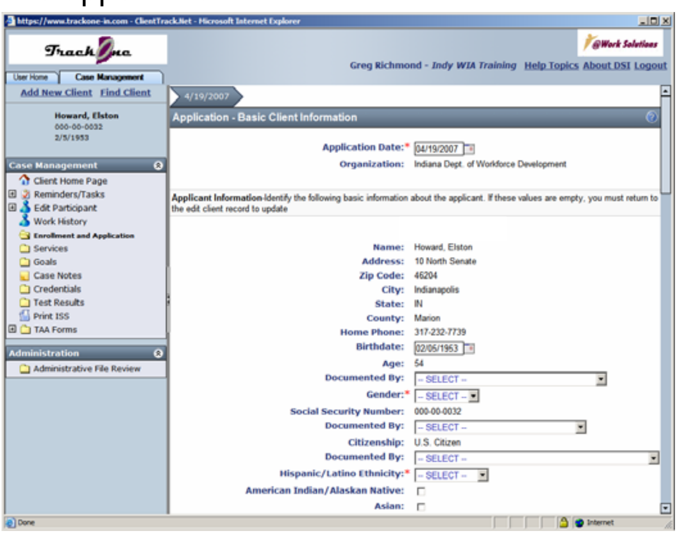
4.) Barriers

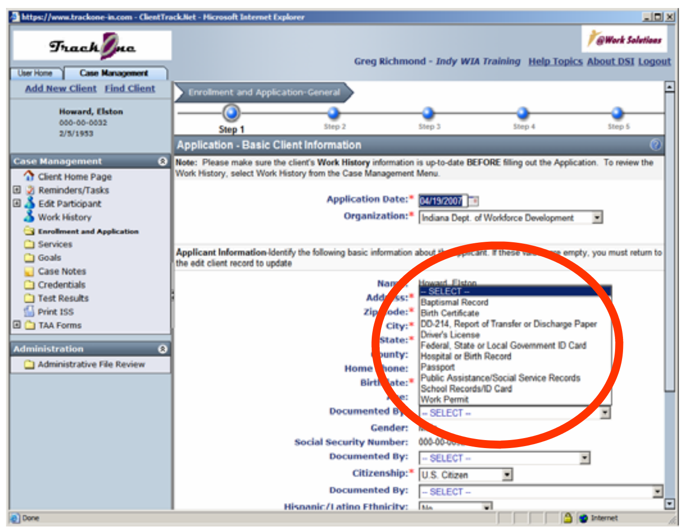
5.) Eligibility determination

TAA & TrackOne Application

The first thing you will notice on the applicant information screen is the information that carried over from the “Add New Client” screens. You should complete as many of the fields as possible. These screens are designed to provide a formal eligibility determination, therefore, we will need our participants to provide documentation for some of the fields. Below the fields requiring documentation, you will notice a “Documented By” field. Notice the drop down list arrow at the right of the “Documented By” text box. Click on this arrow to see a list of acceptable documents and select the one that represents the documentation provided by the participant.

TIP: To ensure that clients have the required documentation on hand during the eligibility appointment, we suggest that the participant receive a handout describing the required documentation prior to the appointment.





The fields that require documentation are:

Date of Birth

- -- SELECT --
- Baptismal Record
- Birth Certificate
- DD-214, Report of Transfer or Discharge Paper
- Driver's License
- Federal, State or Local Government ID Card
- Hospital or Birth Record
- Passport
- Public Assistance/Social Service Records
- School Records/ID Card
- Work Permit

Social Security Number

- -- SELECT --
- DD-214, Report of Transfer or Discharge
- Unemployment Insurance Wage Records
- Employment Records
- IRS Form Letter 1722
- Letter from Social Services Agency
- Pay Stub
- Social Security Benefits
- Social Security Card
- W-2 Form
- Self-Verification

Citizenship

- -- SELECT --
- Birth Certificate
- Alien Registration Card
- US Passport
- Acceptable I-9 Documentation
- Public Assistance Records
- DD-214, Report of Transfer or Disharge with Place of Birth ...
- Food Stamp Records
- Foreign Passport Stamped Eligible to Work
- Hospital Record of Birth
- Native American Tribal Document
- Naturalization Certification
- Baptismal Record with Place of Birth Shown
- Department of Corrections Record indicating Citizenship

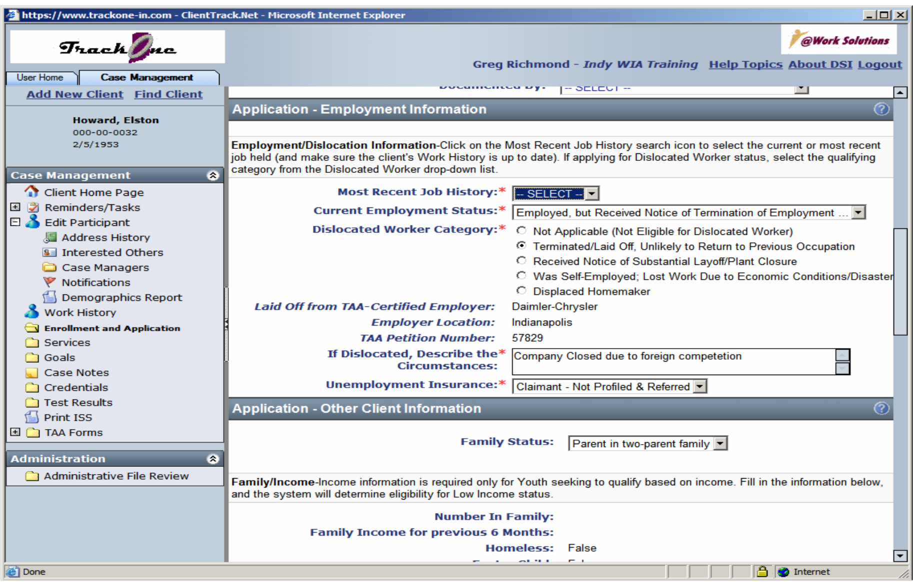
Selective Service

- -- SELECT --
- Acknowledgement Letter
- Contact Selective Service
- DD-214, Report of Transfer or Discharge
- Local/State Registration Process
- Selective Service Advisory Opinion Letter
- Selective Service Registration Card
- Selective Service Registration (Form 3A)
- Selective Service Verification Form
- Stamped Post Office Receipt of Registration

TAA & TrackOne Application

The next section of the application is the “Employment Information” section. This section is for completing the pertinent information about the participant’s most recent job. If you have already completed the Work History screens, the information will carry over.

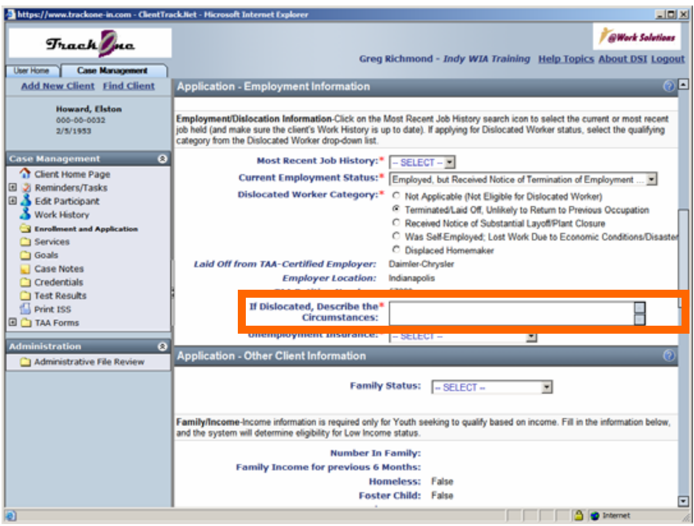
TIP: It is important to keep the Work History screens up to date. This will allow work history information to carry over to application screens and helps in capturing supplemental data.

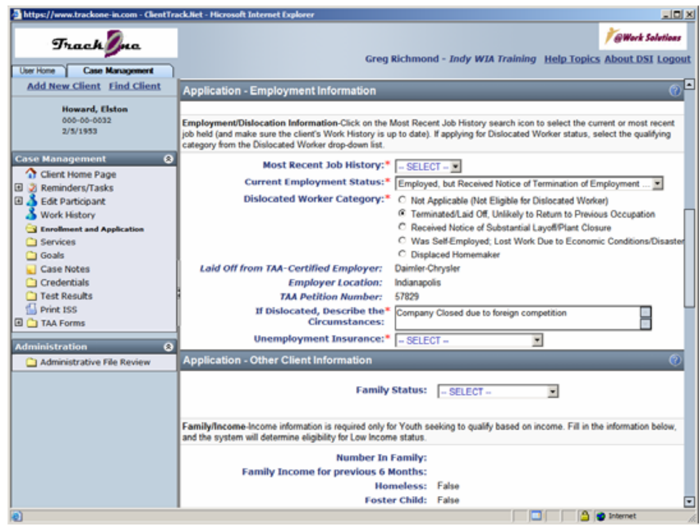


Click the down list arrow to the right of “Current Employment Status.” The drop down list gives you several choices. Click the most accurate choice.

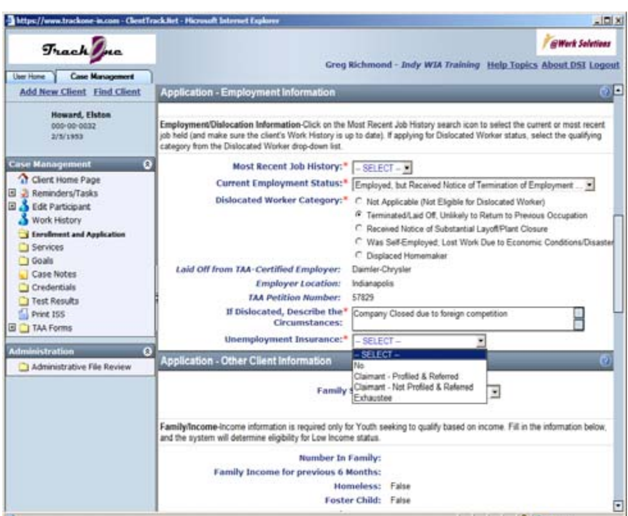
TAA & TrackOne Application

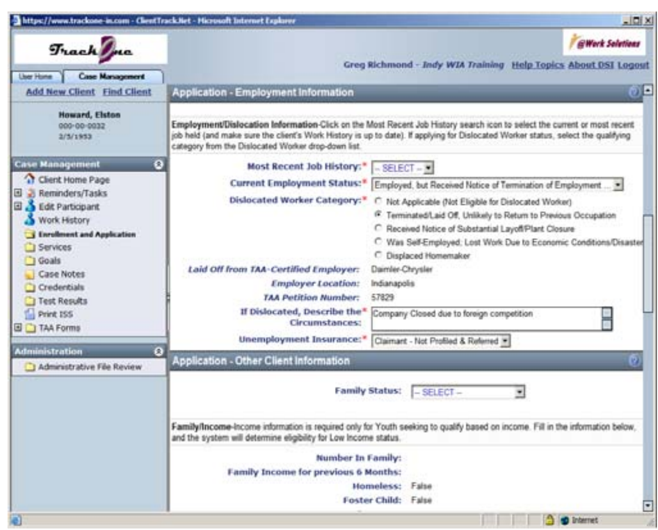
TAA participants by definition are “dislocated workers.” Select the appropriate dislocated worker category from the selection options.Notice the text box when a dislocated worker category is selected. Type a concise description of the dislocation.





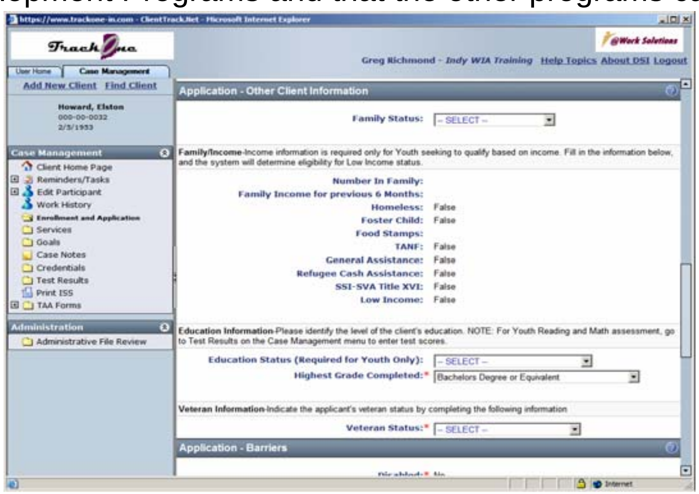
Click the down list arrow to the right of the “Unemployment Insurance” field and select the appropriate response.



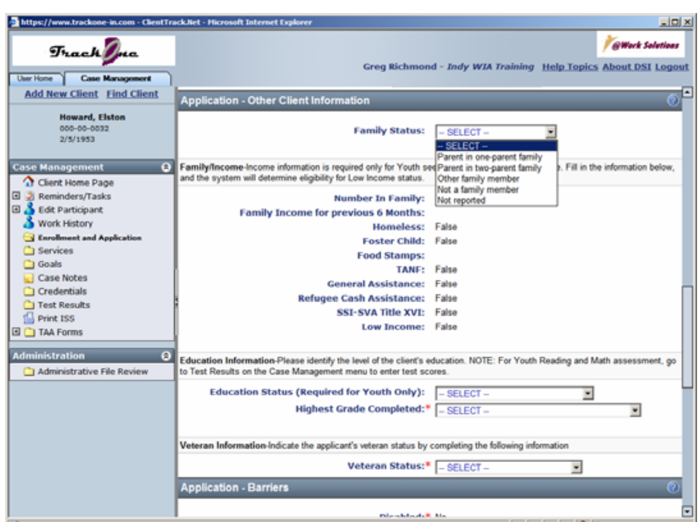


TAA & TrackOne Application

Scroll down to the next section of the application “Other Client Information.” The concept of “No wrong door” is important in achieving premier customer service. While some of this information is not required by the TAA program, it is information critical to our clients receiving all of the services they need to succeed. Our clients do not care about funding sources nor should they. Therefore, it is expected that TAA Coordinators make a concerted effort to capture information on behalf of the other Workforce Development Programs and that the other programs capture information on behalf of TAA.



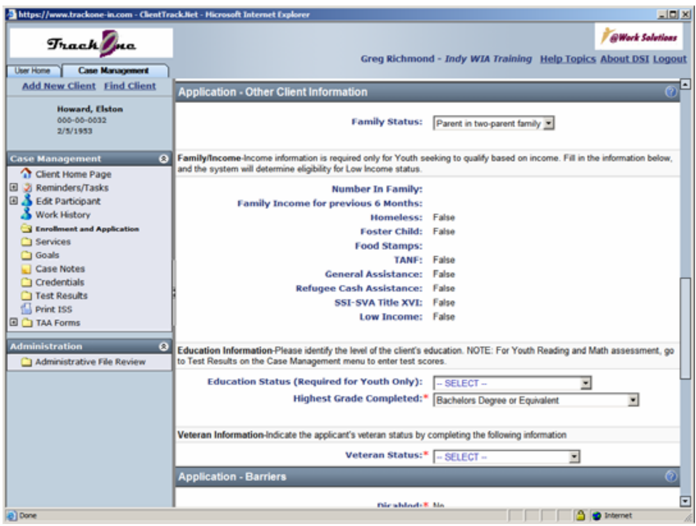
The next few fields related to family status and income are necessary for those programs that require an income eligibility determination. It is important that this information is captured at the time of application.



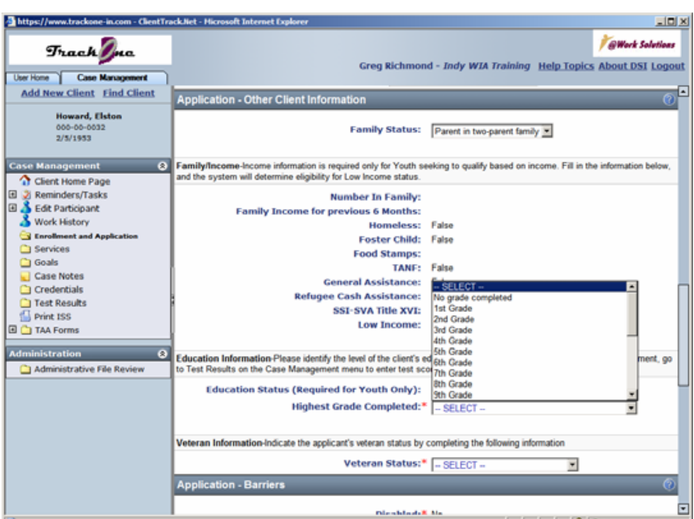
TAA & TrackOne Application

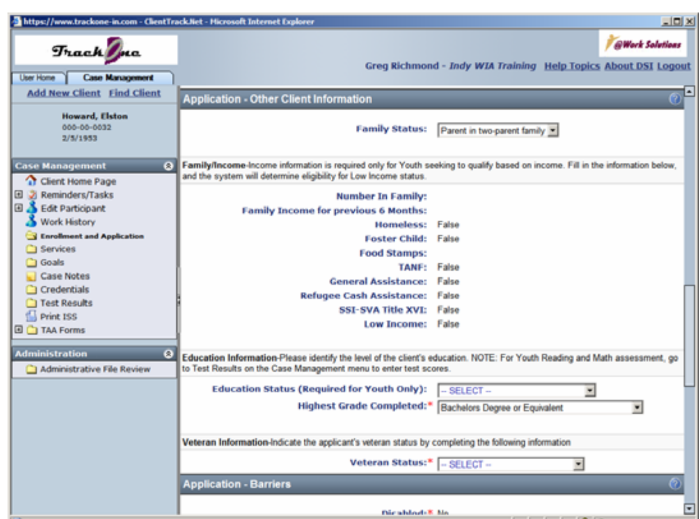
The computer automatically annualizes the family income, therefore, it is important to only record the six (6) month income as required on the screen.

The next section of “Other Information” is the Education section. The Education Status field is for WIA youth.



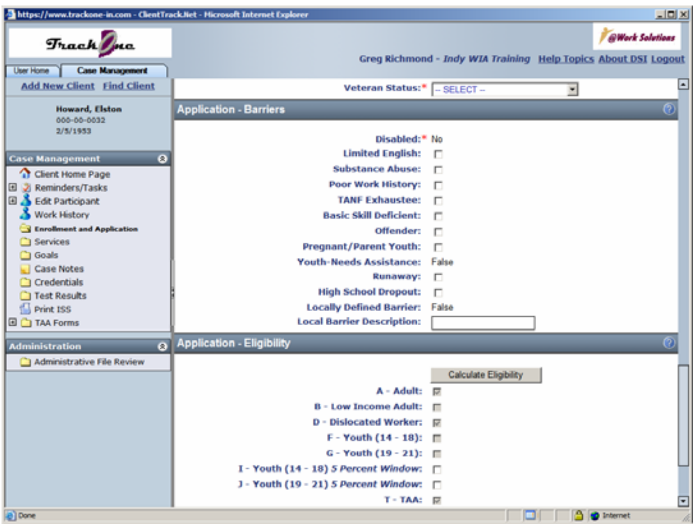
The Highest Grade Completed field is a mandatory item. Click the drop down list arrow and select the highest grade **Completed,** not attended.

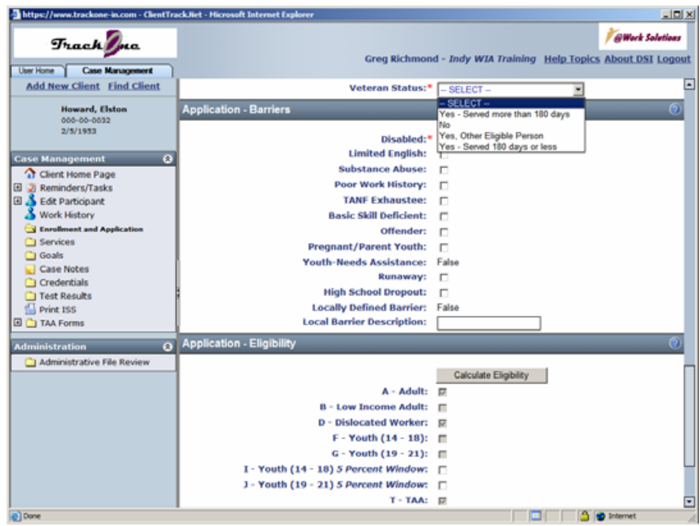




TAA & TrackOne Application

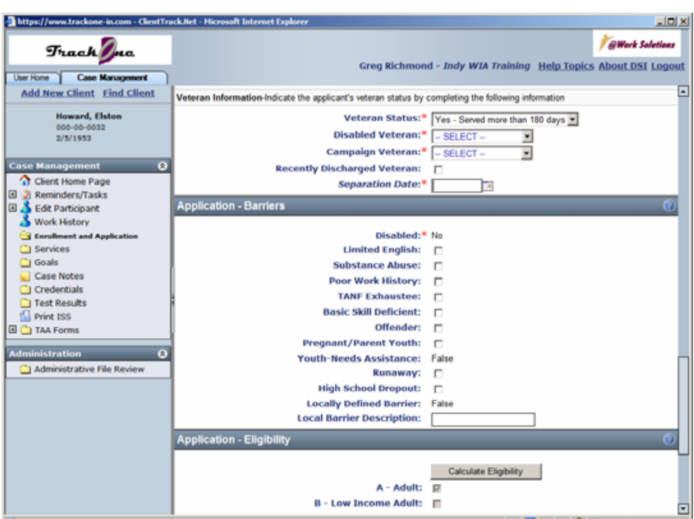
The last section of “Other Client Information” is Veteran Status. Veterans Preference is mandated for both the Wagner-Peyser and WIA programs. Collecting data on the veterans we serve is required and important. Click the down list arrow to the right of “Veteran Status” and choose the most accurate item.

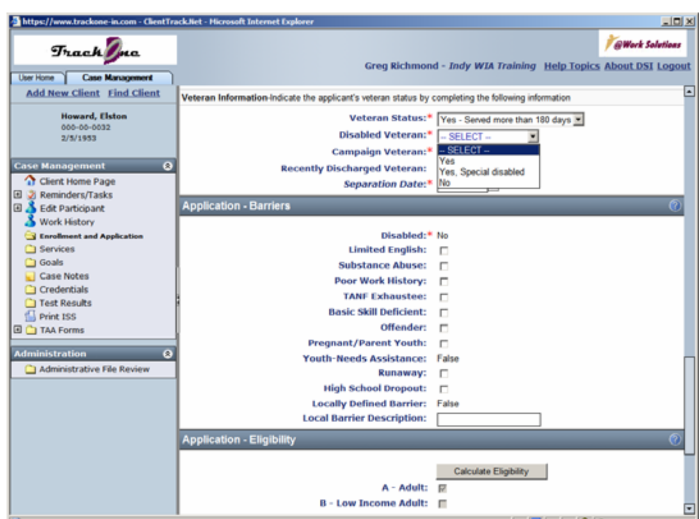




Notice, after selecting a yes answer, several more required fields open. Click the down list arrow for “Disabled Veteran.

NOTE: A Disabled Veteran has a VA (Veterans Administration) rated disability. Disabilities are rated in percent ages ranging from 0% to 100% and are granted in increments of 10%.   A Special Disabled Veteran has a rating of 30% or higher. Select the appropriate item from the list.

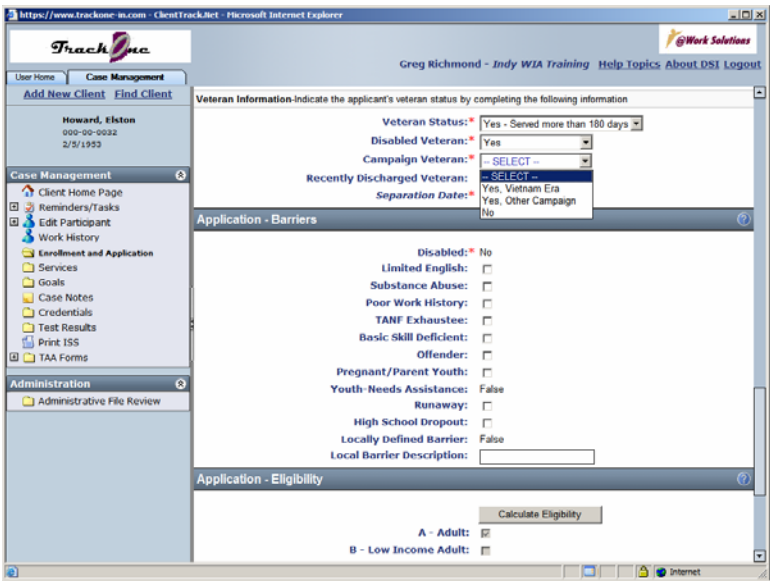


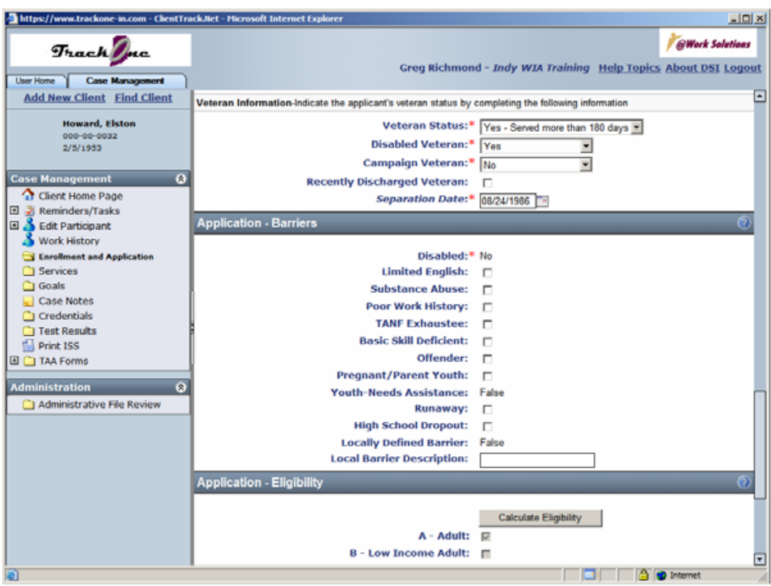


TAA & TrackOne Application

Campaign Veteran is the next required field. Campaigns usually indicate service in a conflict or war. This information is located on the discharge form DD-214. Click the down list arrow and choose the appropriate response.

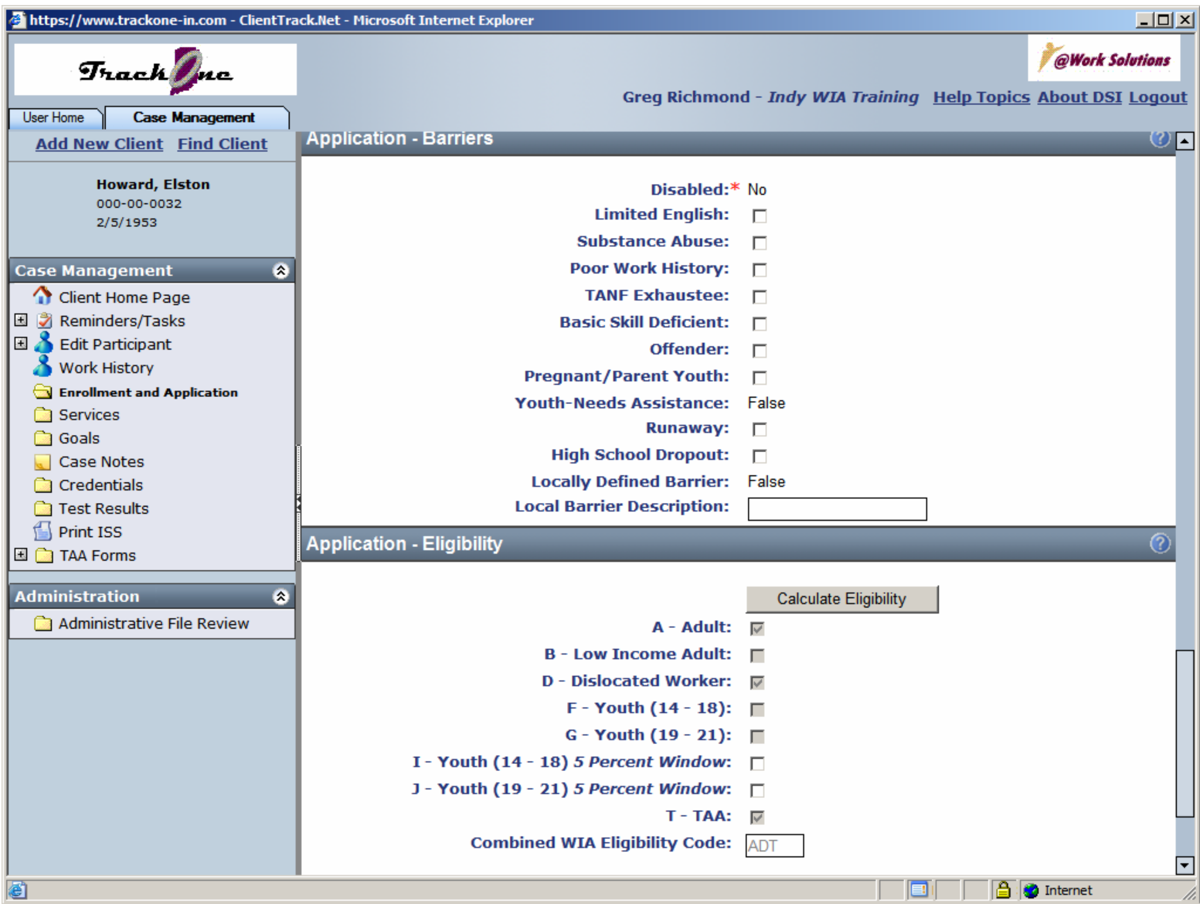
NOTE: **Please consult the data dictionary for information on capturing campaigns.**





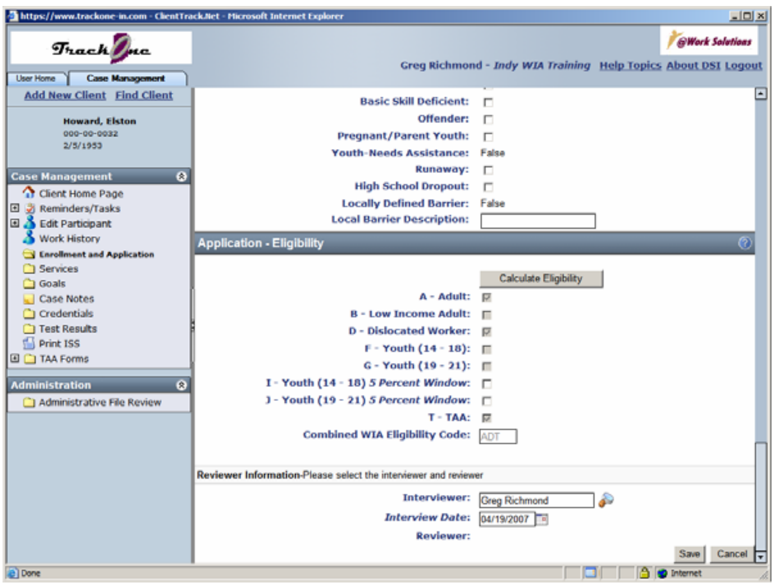
TAA & TrackOne Application

The barriers to employment screen is a formal barriers assessment. By completing this screen, you are providing the participant's first intensive service. This assessment is very important for the other programs that may provide services to the participant.

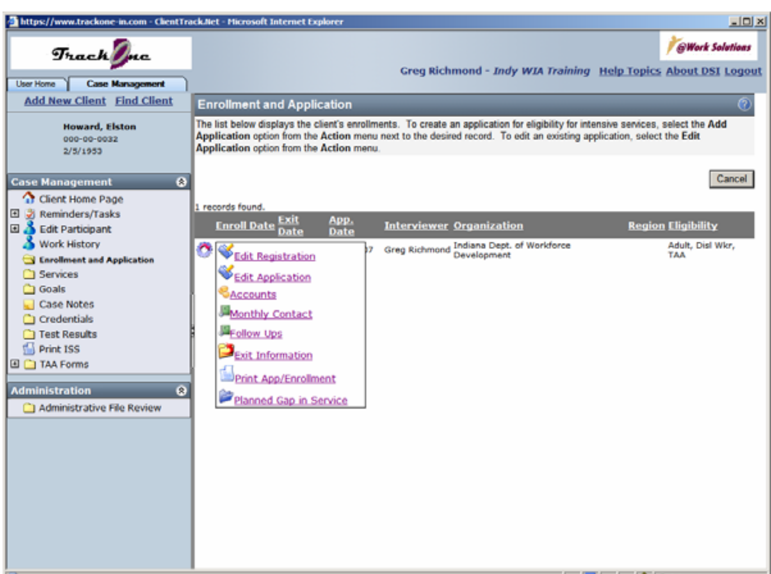


TAA & TrackOne Application

Once all of the required and optional fields are completed to the best of your ability, click the "Calculate Eligibility" button and the system will auto-fill the checks in the boxes next to the programs for which the participant is eligible. Check the boxes closely; there should be checks in the TAA box, Dislocated Worker box, and either the Adult or the Older Youth box. If these checks are not present, then you need review the application carefully to locate erroneous or missing information.

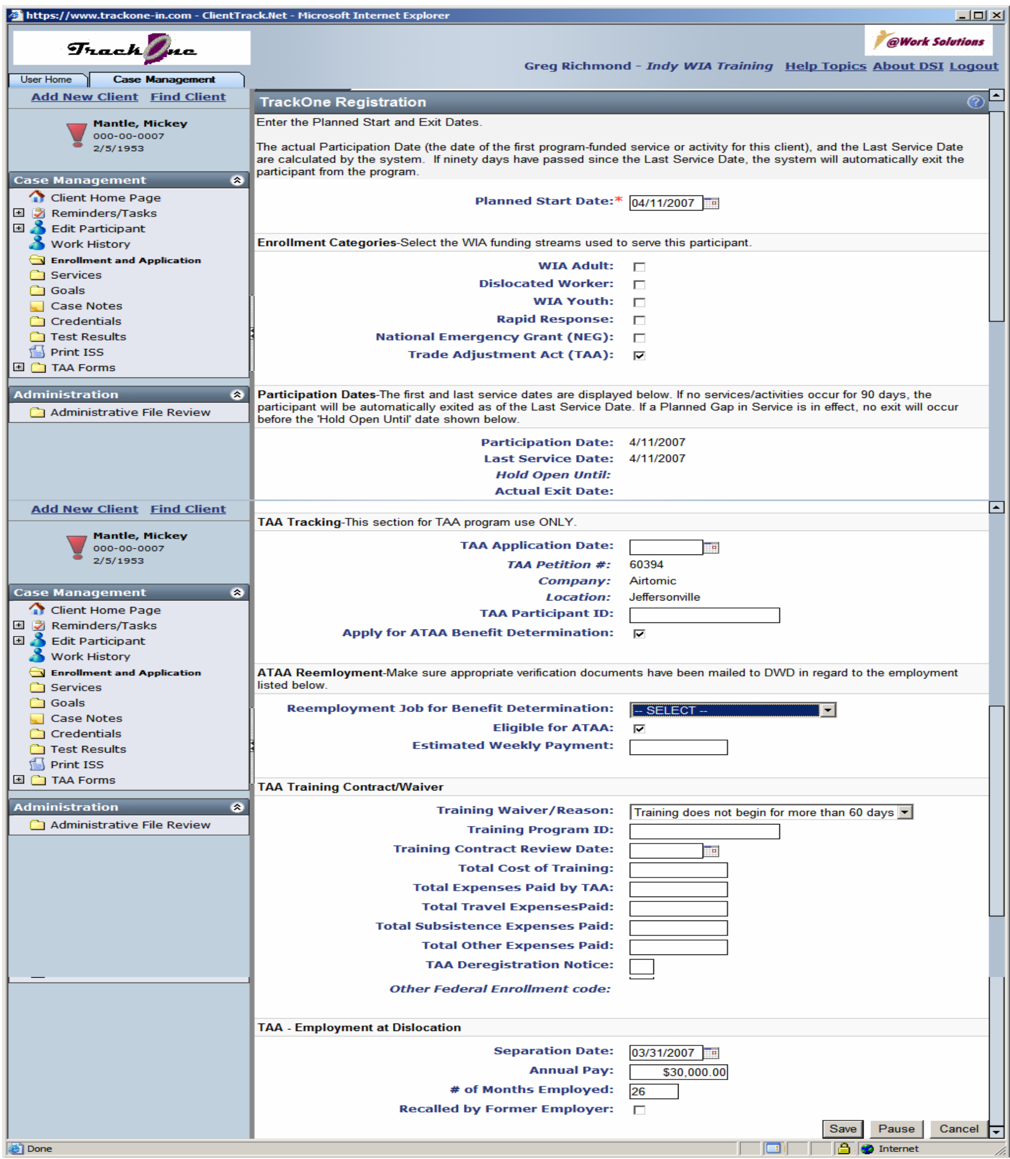


If everything is correct, click the save button and you will be returned to the "Enrollment/Application" summary screen.



TAA & TrackOne
Edit a Registration

The "Registration" screen allows you to enter the participants' programmatic information. You will want to ensure all the required information is there as well as add any missing or new information. There are six sections for you to review and edit if necessary.



Planned Start Date: Enter the application date.

Enrollment Categories: Make sure that there is a check the TAA box .

Participation Dates: These are auto filled and show the first and last dates of services. Remember if 90 days pass without a service, the participant will be exited from the program unless they have been given a Planned Gap in Service.

TAA Tracking: Check that the TAA Application Date is accurate. If the participant is dually enrolled with WIA, the TAA and WIA application dates will be the same.

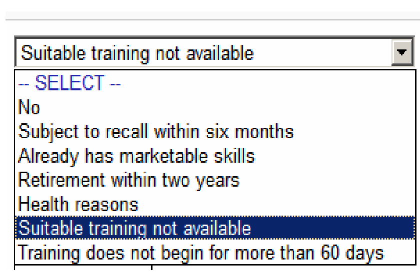
TAA Petition Number: Company name and location will auto fill.

TAA Participant ID: A unique identifier.

Apply for ATAA benefits: Box should be checked if the ATAA petition is approved and the participant is eligible. If the box is not checked then a Reason Not Eligible for ATAA drop down.

ATAA Reemployment: If employer is not listed click the drop, down list arrow and select the affected employer. The Estimated Weekly Payment will be filled in by the State ATAA Coordinator

TAA Training Contract/Waiver: If a Training Waiver exists, a list box will appear. Click the drop down arrow and select the reason.



TAA & TrackOne
Edit a Registration

Training Program ID: Assigned by State TAA Coordinator.

Training Contract Review Date: Assigned by State TAA Coordinator

Total Cost of Training: Enter value from Training Plan

Total Expenses Paid by TAA: Enter value from Training Plan

Total Subsistence Expenses Paid: Enter value.

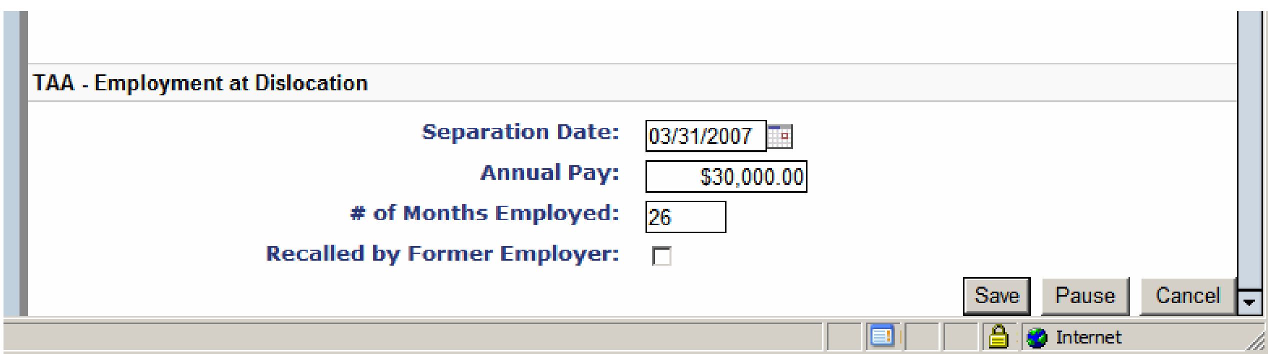
TAA Deregistration: Check this box if a Deregistration form has been sent to the State TAA Coordinator.

TAA Employment at Dislocation:

Enter the date of separation from the affected employer.

Enter the participant's annual salary from this employer

Enter the number of months the participant worked for this employer.



Recalled by Former Employer: Check this box if participant is recalled to work by the affected employer.

TAA & TrackOne

Entering An Intensive Service

During the TAA orientation, a “Next Steps” session should be scheduled. The Next Steps session is designed to inform the participant, in greater detail, of the various TAA programs. If the participant is interested, a one-on-one interview will be scheduled to begin the process of enrolling the participant into the TAA programs.

The “Next Steps” meeting, the application/registration process and monitoring a participant’s progress in TAA programs are intensive services. Intensive services are those services that require a significant amount of staff involvement. In other words, the participant cannot perform these services without your assistance.

We entered a service record in detail when we entered a core service. The process is the same for an intensive service. If you need refreshing, see pages 33 and 34. Therefore, we will focus on identifying the steps and explaining the information required.

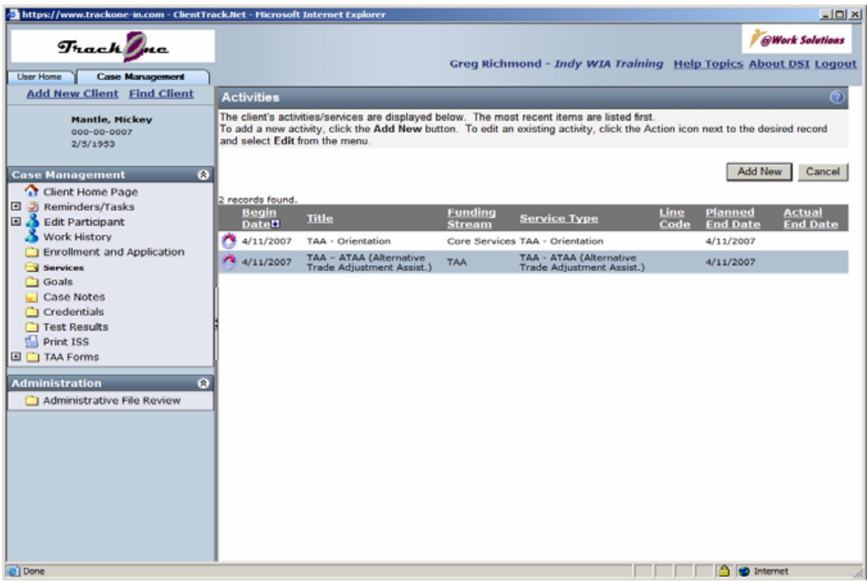
1. Click the services link located in the navigation panel on the left hand side.
2. Click add a service.
3. Click the drop down arrow next to the category field and select TAA services.
   This will generate the list of TAA services in the next drop down box called service type.
4. Click the down arrow for the list of services and click (select) the service you are providing.
   Once you have selected the service type the next screen is where you will enter the specific information regarding the activity.
   - Begin Date.
   - Service/Activity Title: Click the magnifying glass icon to see a list of titles; select the appropriate one.
   - Funding Stream: Select TAA.
   - Program Enrollment: Select the appropriate response.
   - Training Provider ID: Enter the providers ID when training is the service.
   - O*Net Occupational Code: Enter the appropriate code.
   - Summary Description: Type in a brief description of the activity.
   - Status: Select the appropriate response.
   - Planned End Date: Type in the date you anticipate the activity will end. You can also click the calendar icon and select the date from the calendar.
   - Actual End Date: This field is used to record the date the service actually ended.

- Service Notes: A text box to enter justification, rationalization, or other detailed information pertinent to the activity.

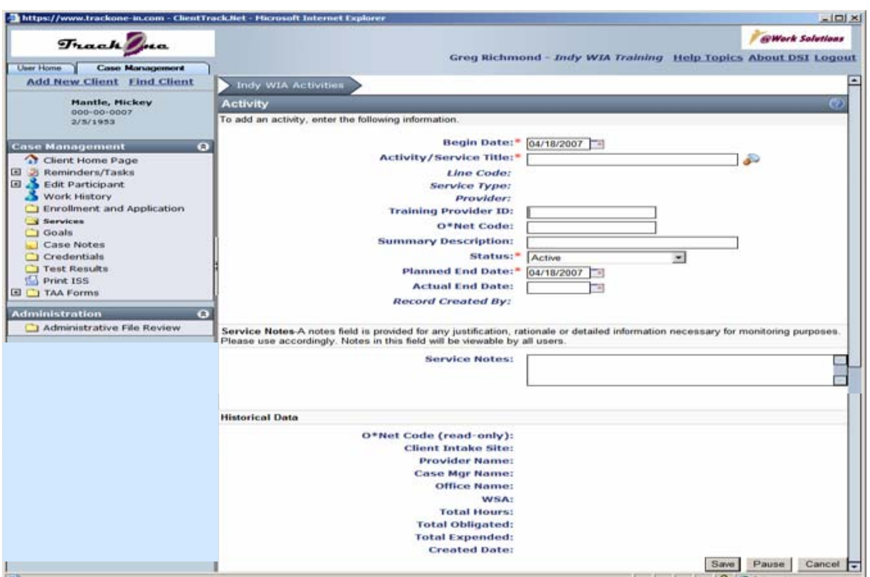
  NOTE: Service notes do not replace case notes. Service notes are not required. Case notes are required.

- Enter a Case Note.

TAA & TrackOne
Entering An Intensive Service



Begin Date	Title	Funding Stream	Service Type	Line Code	Planned End Date	Actual End Date
4/11/2007	TAA - Orientation	Core Services	TAA - Orientation		4/11/2007	
4/11/2007	TAA - ATAA (Alternative Trade Adjustment Assist.)	TAA	TAA - ATAA (Alternative Trade Adjustment Assist.)		4/11/2007	



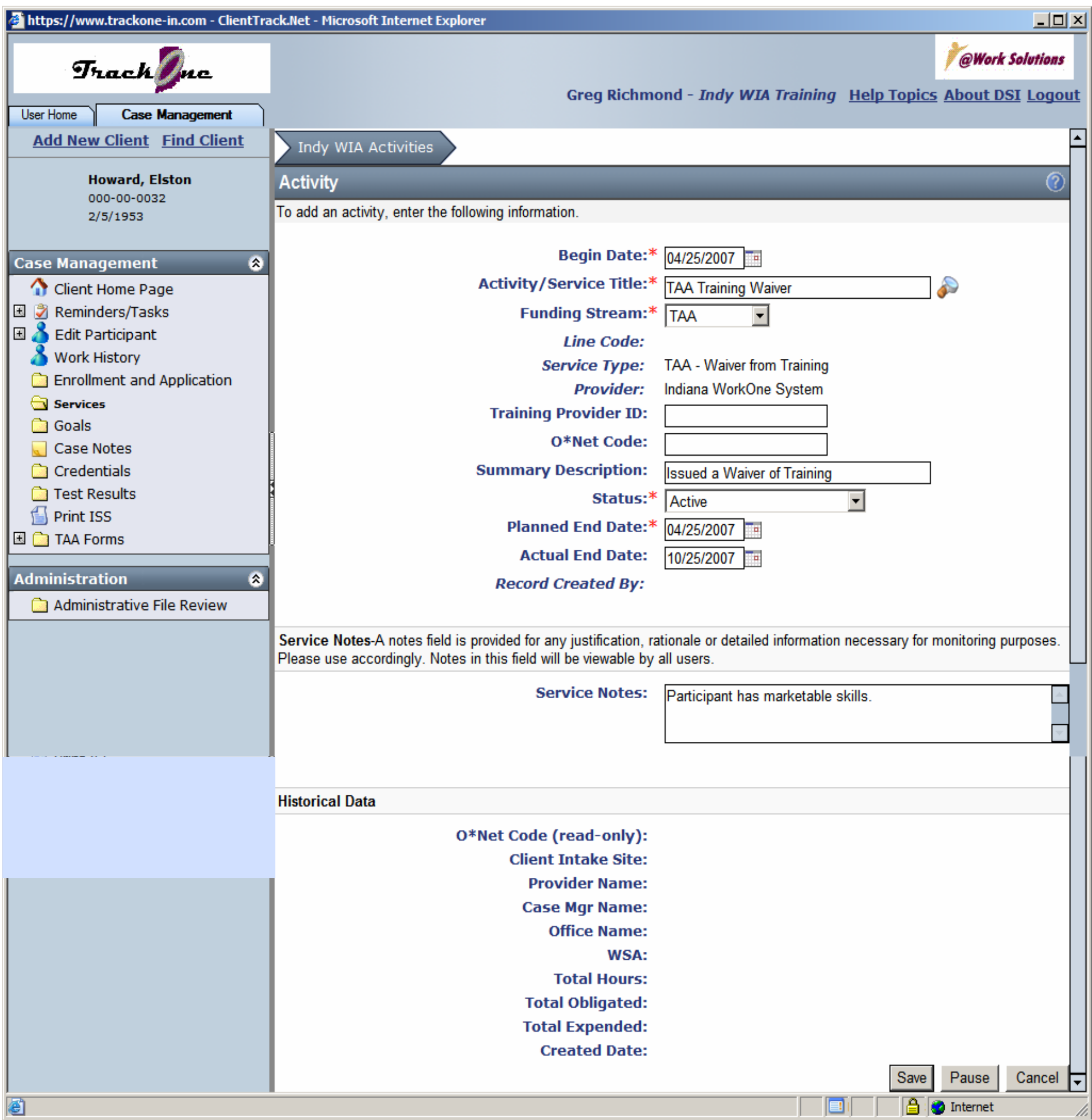
TAA & TrackOne
Entering a Waiver

Using the same process we used for other services, enter a Waiver of Training.

- Open the participant's file.
- Click the Services link on the navigation pane. This will open the activities screen.
- Click the 'Add New" button, this will open the activities screen.
- Click the magnifying glass icon to the right of the activity/service title field. This will open the "Available Services by Funding Stream" dialog box.
- In the dialog box, click the "Funding Stream" down list arrow; select TAA.
- Click the "Service Type" down list arrow, scroll down, and select "TAA - Waiver from Training."
- Click the "Search" button, the search will generate a list of services.
- Click the "TAA Waiver" item from the list.
- Click the down list arrow to the right of the "Funding Stream", select TAA.
- In the "Summary Description" box, type "Issued waiver from training."
- Click the down list arrow to the right of status; select active.
- Enter the "Planned End Date". This should be six months from the "Begin Date."
- Enter your justification for issuing the waiver in the "Service Notes" text box.
- Click the "Save" button.
- Add a case note.

TAA & TrackOne

Entering a Waiver



TAA & TrackOne
Waiver Checks

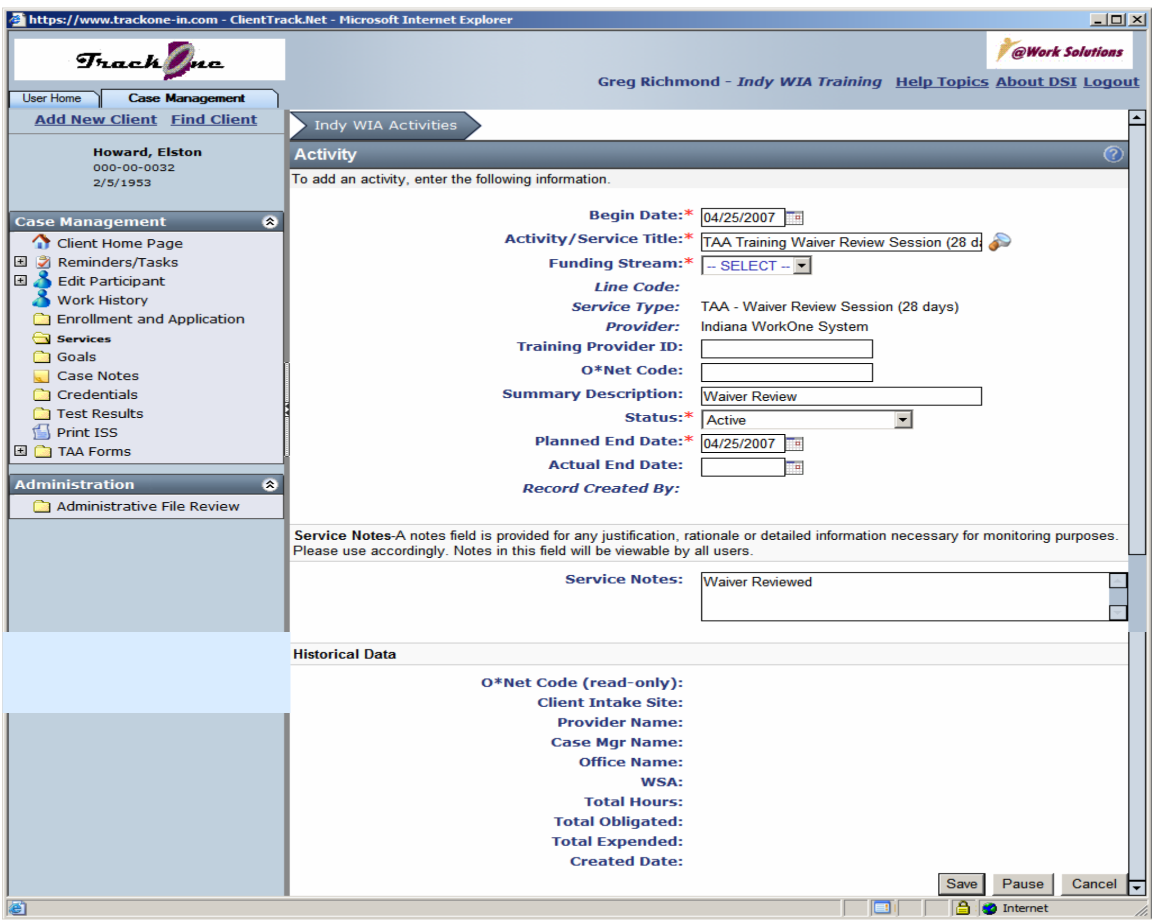
The 28 day waiver check is a one day service; therefore, the begin date, planned end date and actual end date will be identical.

To enter a 28 day waiver check, complete the following steps.

- Open the participant's file.
- Click the Services link on the Navigation pane. This will open the activities screen.
- Click the 'Add New" button, this will open the activities screen.
- Click the magnifying glass icon to the right of the activity/service title field. This will open the "Available Services by Funding Stream" dialog box.
- In the dialog box click the "Funding Stream" down list arrow and select TAA.
- Click the "Service Type" down list arrow, scroll down, and select "TAA Training Waiver Review Session)" (28 day).
- Click the "Search" button, the search will generate a list of services.
- Click the "TAA Training Waiver Review Session (28 day)" item in the list. You will be automatically returned to the activity screen.
- Click the down list arrow to the right of the "Funding Stream", select TAA.
- In the "Summary Description" box, type "Issued Waiver from Training".
- Click the down list arrow to the right of "Status" and select Active.
- Enter the "Planned End Date". This should be the same as the "Begin Date".
- Click the down list arrow to the right of "Status" and select complete.
- Enter the "Planned End Date". This should be the same as the begin date.
- The "Actual End Date" will be the same as the Planned End Date.

TAA & TrackOne
Waiver Checks

- Enter 28-day review of waiver in the Service Notes text box.
- Click the “Save” button.
- Add a case note.



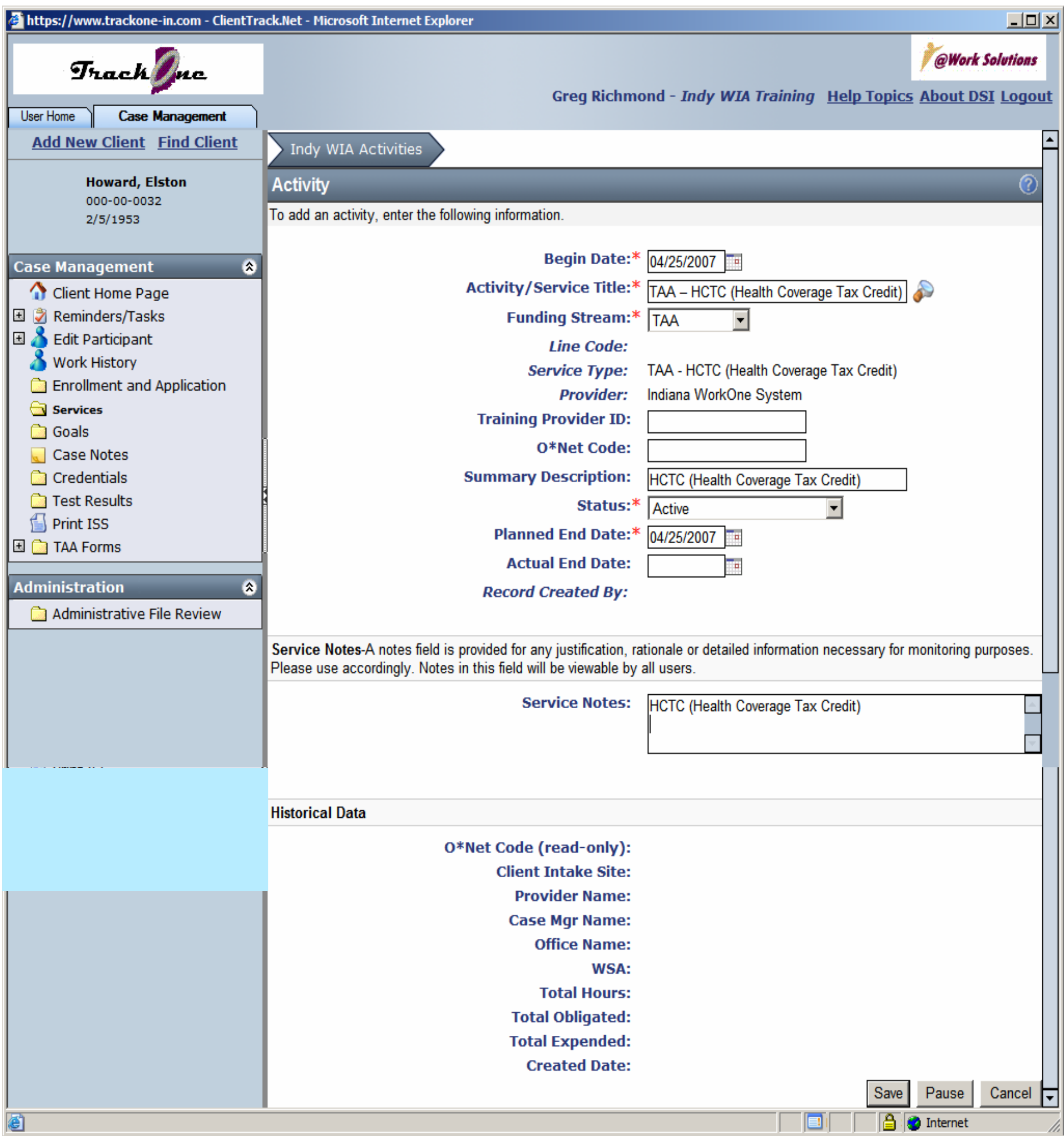
TAA & TrackOne
Entering HCTC

HCTC is entered for participants that are eligible for the Health Coverage Tax Credit (HCTC). This is an “Intensive Service” and is entered in the same manner as other services.

To enter a TAA – HCTC (Health Coverage Tax Credit) use the following steps:

- Open the participant’s file.
- Click the services link on the navigation pane. This will open the activities screen.
- Click the “Add New” button, this will open the activities screen.
- Click the magnifying glass icon to the right of the activity/service title field. This will open the “Available Services by Funding Stream” dialog box.
- In the dialog box, click the “Funding Stream” down list arrow and select TAA.
- Click the “Service Type” down list arrow and scroll down and select “TAA – HCTC (Health Coverage Tax Credit)
- Click the “Search” button, the search will generate a list of services.
- Click the “TAA – HCTC (Health Coverage Tax Credit) item in the list to select it and be automatically returned to the “Activity screen.
- Click the down list arrow to the right of the “Funding Stream”, select TAA.
- In the “Summary Description” box type “HCTC (Health Coverage Tax Credit)”.
- Click the down list arrow to the right of “Status” and select Active.
- Enter the “Planned End Date”; this should be the date the Waiver of Training ends.
- Leave the “Actual End Date” blank.
- Enter “Start HCTC” in the “Service Notes” text box.
- Click the “Save” button.
- Add a case note.

TAA & TrackOne
Entering HCTC


https://www.trackone-in.com - ClientTrack.Net - Microsoft Internet Explorer

TrackOne | @Work Solutions

Greg Richmond - *Indy WIA Training* Help Topics About DSI Logout

User Home | Case Management

Add New Client Find Client

Howard, Elston
000-00-0032
2/5/1953

Case Management
- Client Home Page
- Reminders/Tasks
- Edit Participant
- Work History
- Enrollment and Application
- **Services**
- Goals
- Case Notes
- Credentials
- Test Results
- Print ISS
- TAA Forms

Administration
- Administrative File Review

Indy WIA Activities

Activity

To add an activity, enter the following information.

Begin Date:* 04/25/2007
Activity/Service Title:* TAA – HCTC (Health Coverage Tax Credit)
Funding Stream:* TAA
Line Code:
Service Type: TAA - HCTC (Health Coverage Tax Credit)
Provider: Indiana WorkOne System
Training Provider ID:
O*Net Code:
Summary Description: HCTC (Health Coverage Tax Credit)
Status:* Active
Planned End Date:* 04/25/2007
Actual End Date:
Record Created By:

Service Notes-A notes field is provided for any justification, rationale or detailed information necessary for monitoring purposes. Please use accordingly. Notes in this field will be viewable by all users.

Service Notes: HCTC (Health Coverage Tax Credit)

Historical Data

O*Net Code (read-only):
Client Intake Site:
Provider Name:
Case Mgr Name:
Office Name:
WSA:
Total Hours:
Total Obligated:
Total Expended:
Created Date:

Save | Pause | Cancel

Internet

TAA & TrackOne

Developing & Entering a Training Plan

In order for a client to attend approved training, you must complete a training plan in TrackOne. This is important because the date of the training plan is used to determine if the participant meets the 210 day requirement for eligibility for TRAA.

Developing a training plan is an intensive service and will be entered using the same process we have used for other services. This is a one day service so the begin date, planned end date and actual end dates will be the same.

- Open the participant's file.
- Click the services link on the navigation pane. This will open the activities screen.
- Click the 'Add New" button, this will open the activities screen.
- Click the magnifying glass icon to the right of the activity/service title field. This will open the "Available Services by Funding Stream" dialog box.
- In the dialog box click the "Funding Stream" down list arrow and select TAA.
- Click the "Service Type" down list arrow, scroll down, and select TAA Occupational Skills Training.
- Click the "Search" button, the search will generate a list of services.
- Click the "TAA Training Plan Development Session" item on the list. You will automatically be returned to the activity screen.
- Click the down list arrow to the right of the "Funding Stream", select TAA.
- In the "Summary Description" box, type "Training plan developed & sent to State TAA Coordinator".
- Click the down list arrow to the right of "Status" and select completed.
- Enter the "Planned End Date". This should be the same as the begin date.
- The "Actual End Date" will be the same as the begin date and the planned end date.
- Enter your justification for the training plan in the "Service Notes" text box.
- Click the "Save" button.
- Add a case note that justifies the training plan.

TAA & TrackOne

Developing & Entering a Training Plan

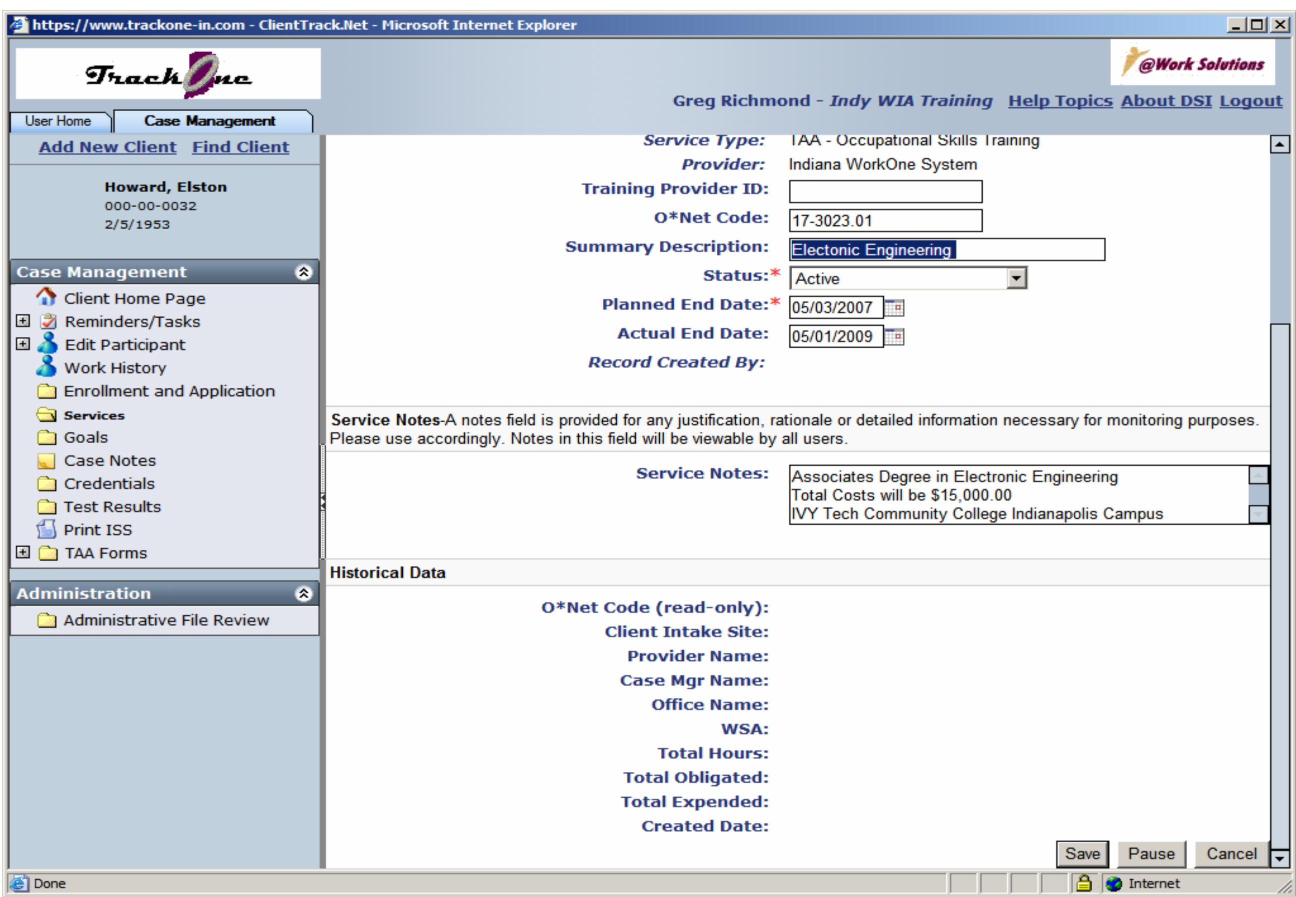
Once the training plan has been developed, submitted and approved, you will need to enter the training service in to TrackOne.

A training service is an intensive service and will be entered using the same process we have used for other services.

- Open the participant's file.
- Click the services link on the navigation pane. This will open the activities screen.
- Click the 'Add New" button, this will open the activities screen.
- Click the magnifying glass icon to the right of the activity/service title field. This will open the "Available Services by Funding Stream" dialog box.
- In the dialog box click the "Funding Stream" down list arrow and select TAA.
- Click the "Service Type" down list arrow, scroll down, and select TAA Occupational Skills Training.
- Click the "Search" button, the search will generate a list of services.
- Click the "TAA Occupational Skills" service on the list. You will automatically be returned to the activity screen.
- Click the down list arrow to the right of the "Funding Stream", select TAA.
- In the "Summary Description" box, type "Occupational skills training."
- Click the down list arrow to the right of "Status" and select active.
- Enter the "Planned End Date". This should be the anticipated graduation date.
- The "Actual End Date" will be left blank at this time.
- Enter the type of training, total cost of training, the name of the training provider and the campus where the training will take place in the "Service Notes" text box.

- Click the “Save” button.
- Add a case note that justifies the training plan.

NOTE: **The State TAA Coordinator will enter travel and subsistence allowances. The State TAA Coordinator will enter the training approval in to the case notes.**



TAA & TrackOne
Revoking a Waiver

Occasionally, a case manager will find it necessary to revoke a “Waiver of Training”. To accomplish this, open the client’s file and click on the services link. Since the waiver already exists, you will not be adding a service but editing one. When you click the “Services” link, you should see a screen like the one on the next page. Notice there will be a list of the services and at the beginning of each service, there will be an icon that resembles a gear. Click the gear and a menu list will appear. Click edit in the menu list and that service screen will open. The following steps will be used to revoke the waiver:

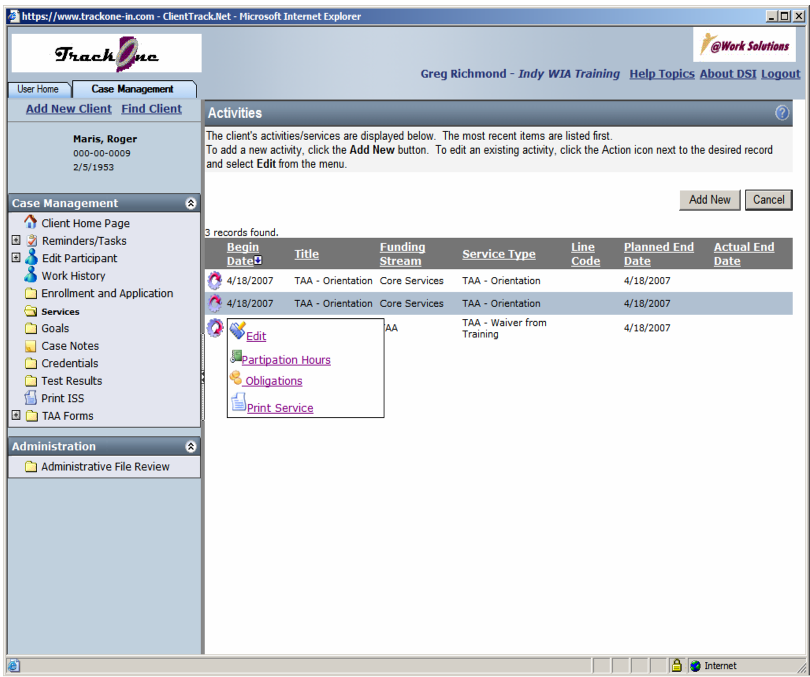
- Select the waiver of training service; click on the gear icon. Click edit.
- Date Field: The date stays the date the waiver was issued.
- Service/Activity Title: Click on magnifying glass and select TAA services.
- Activity type: Select waiver from training.
- Funding Stream: TAA.
- Summary Description: Terminate/Revoked Waiver.
- Planned End Date: Update to be the date the waiver is revoked.
- Actual End Date: Update to be the date the waiver is revoked.
- Service Note: Give reason why the waiver was revoked.

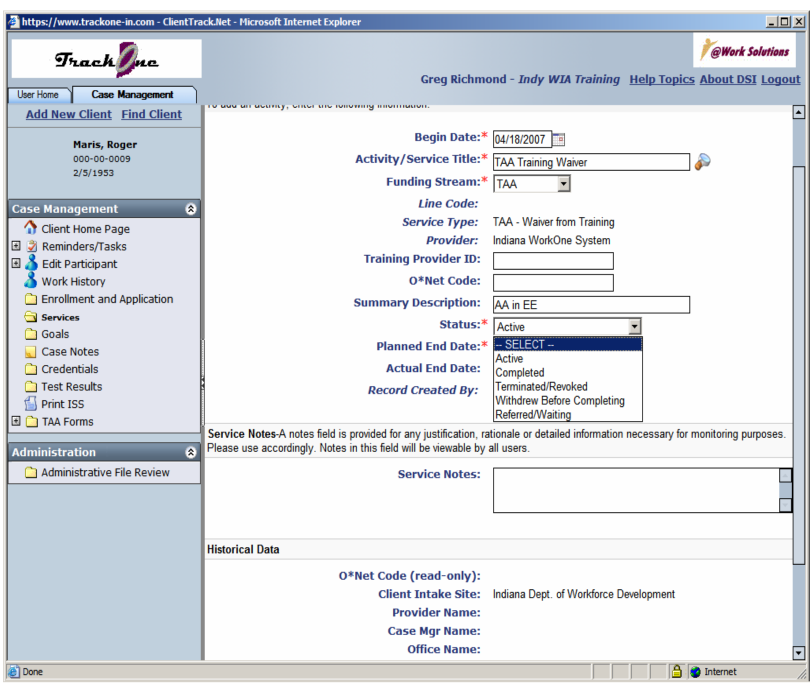
NOTE: **When you revoke a waiver for entering training or ATAA, you will need to edit the HCTC service (following the same steps as above except you select the HCTC Service) to change the HCTC end date to the same as the qualifying service’s end date. If you are revoking a waiver for non-compliance, change the HCTC end date to match the waiver’s end date. If you are unable to change these date due to prior ownership, contact your Master User.**

Additionally, you will need to enter a <u>Case Note</u> stating the reason for revoking the waiver.

Last but not least, send the waiver revocation form to the State TAA Coordinator.

TAA & TrackOne
Revoking a Waiver





TAA & TrackOne
Modifying A Training Plan

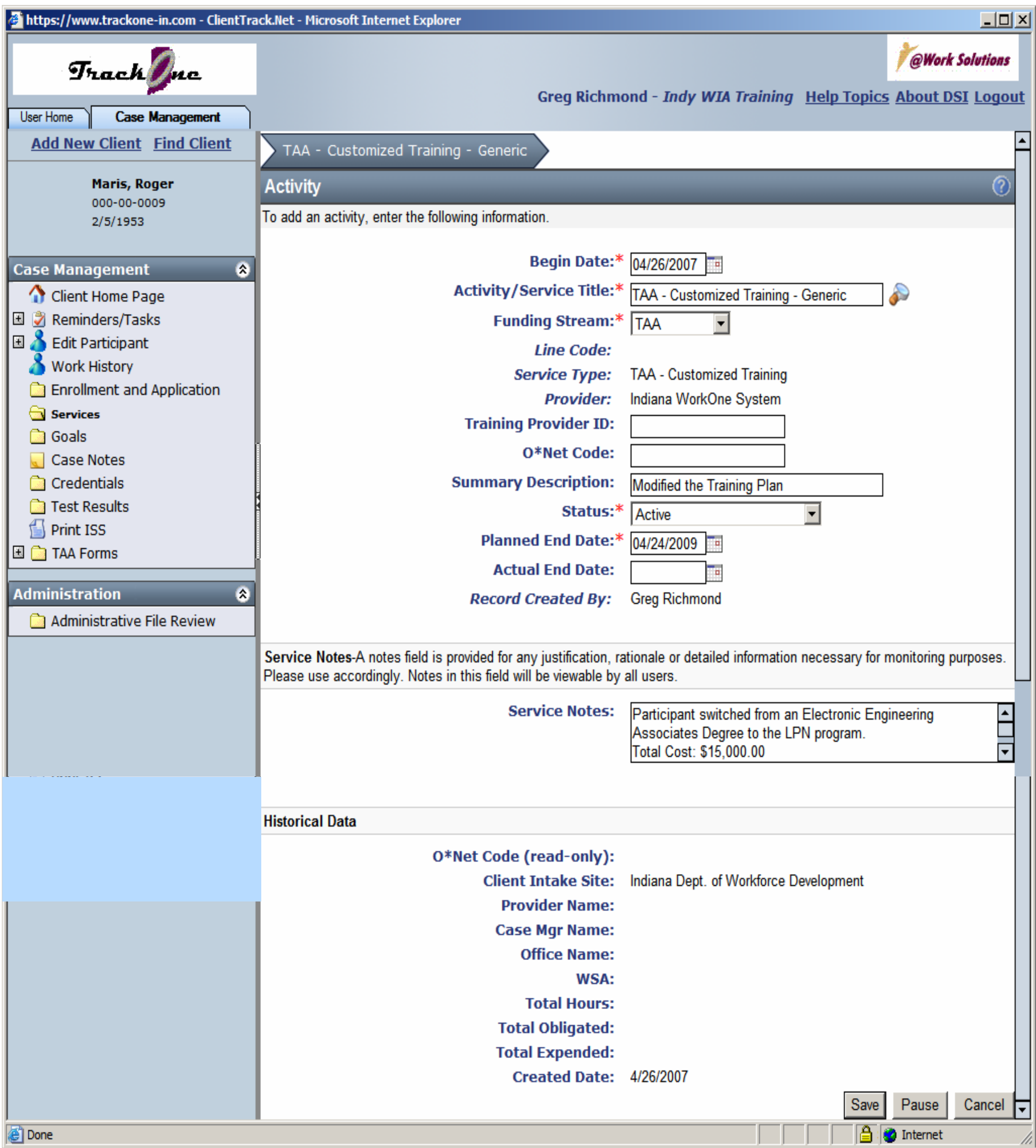
While training plans may be carefully developed, a participant's circumstances may change. As a result, training plans may need to change.

To accomplish this, open the participant's file and click on the services link. Since the training plan already exists, you will not be creating a new service record but editing the existing record. When you click on the "Services" link, notice the list of the services. Click the gear icon and a menu list will appear. Click edit in the menu list and that service screen will open.

The following steps are used to modify a training plan:

- Date Field: The date training starts change only if training start date changes.
- Service/Activity Title: Since we are modifying a training plan, this field does not change.
- Funding Stream: remains TAA.
- Summary Description: "Modified the Training Plan."
- Planned End Date: Enter the new anticipated graduation date if it has changed.
- Actual End Date: The date training is completed, if known.
- Service Note: Explain the modification in the training plan.
- Save the record.
- Enter a case note that documents the reason for the change.
- Send the modified training plan to the State TAA Coordinator.

TAA & TrackOne
Modifying a Training Plan



TAA & TrackOne
Entering TRA-B

NOTE: **Before you enter the request to start Trade Readjustment Assistance—Basic (TRA-B). Verify that a waiver or a training plan has been completed.**

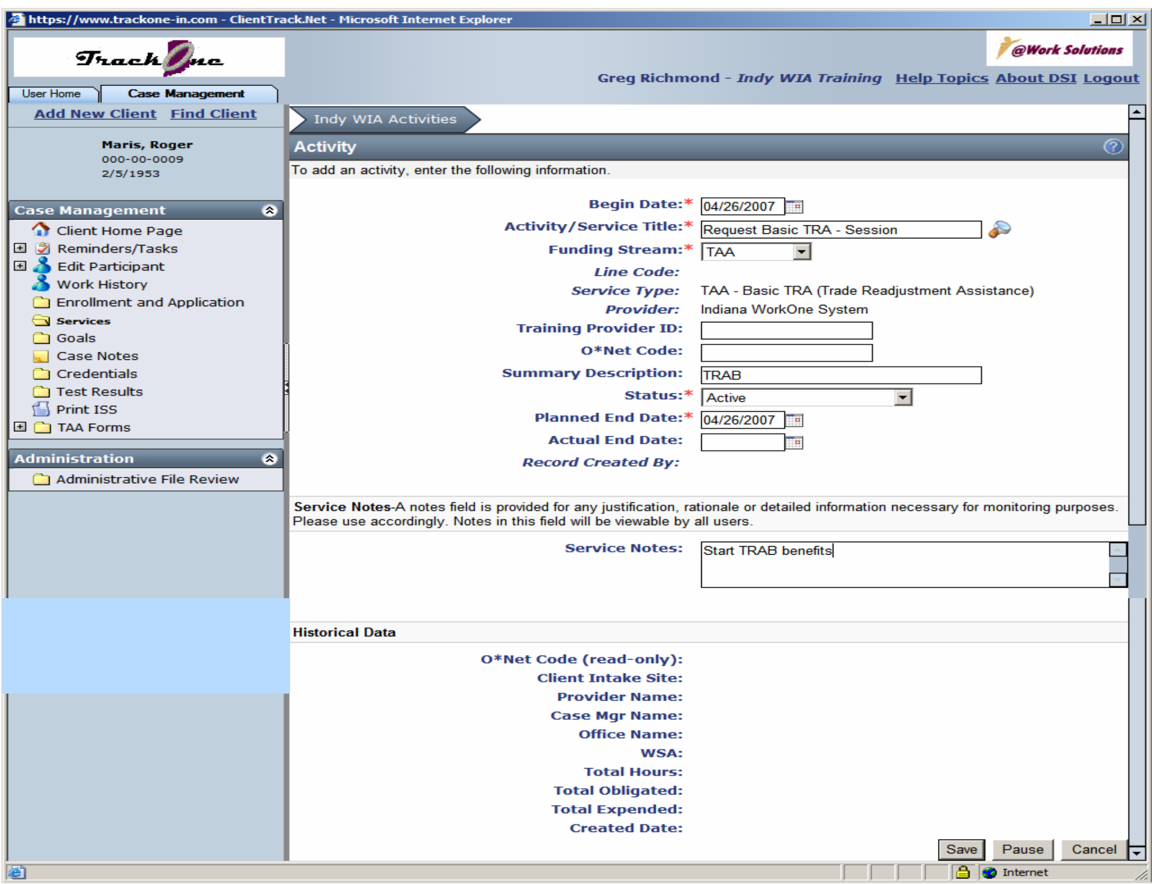
- Open the participant's file.
- Click the services link on the navigation pane. This will open the activities screen.
- Click the 'Add New" button, this will open the activities screen.
- Click the magnifying glass icon to the right of the activity/service title field. This will open the "Available Services by Funding Stream" dialog box.
- In the dialog box click the "Funding Stream" down list arrow and select TAA.
- Click the "Service Type" down list arrow, scroll down, and select Request Basic TRA - Session.
- Click the "Search" button, the search will generate a list of services.
- Click the TAA - Basic TRA (Trade Readjustment Assistance).
- Click the down list arrow to the right of the "Funding Stream", select TAA.
- In the "Summary Description" box type "TRA-B".
- Click the down list arrow to the right of "Status" and select active.
- Enter the "Planned End Date" — an estimate of the date TRA-B will end.
- The "Actual End Date" will be left blank for now. This field will eventually be updated to the date TRA-B ends
- Service Notes: Enter "Start TRA-B benefits".
- Click the "Save" button.

TAA & TrackOne
Entering TRA-B

- Send a request to start TRA-B to the Federal Claims Unit. Include documentation that the participant applied for training within the 210-day limit (a screen print of the training activity screen) and a copy of the case note with the State TAA Coordinator's approval.

- Enter a case note justifying the start of TRA-B.

NOTE: You will need to enter or extend the HCTC End Date



TAA & TrackOne
Entering TRA-A

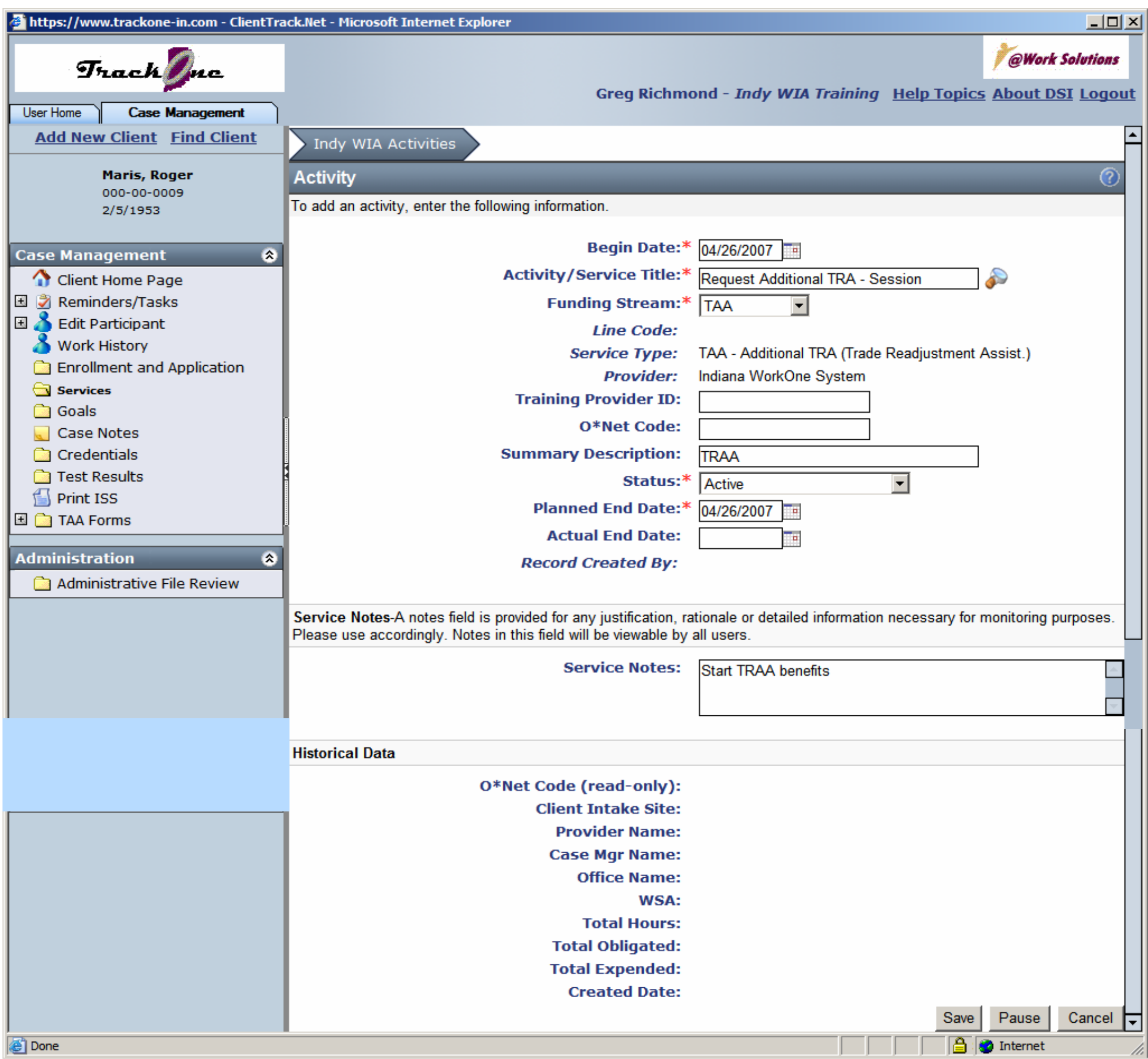
Before you enter a request to start Trade Readjustment Assistance - Additional (TRA-A), verify that a training plan has been completed. After completing this entry, submit the request to Federal Claims following standard protocol.

- Open the participant's file.
- Click the services link on the navigation pane. This will open the activities screen.
- Click the 'Add New" button; this will open the activities screen.
- Click the magnifying glass icon to the right of the activity/service title field. This will open the "Available Services by Funding Stream" dialog box.
- In the dialog box click the "Funding Stream" down list arrow and select TAA.
- Click the "Service Type" down list arrow, scroll down, and select "TAA - Additional TRA."
- Click the "Search" button, the search will generate a list of services.
- Click the TAA - Additional TRA Request Additional TRA
- Click the down list arrow to the right of the "Funding Stream", select TAA.
- In the "Summary Description" box type "TRA-A."
- Click the down list arrow to the right of "Status" and select active.
- Enter the "Planned End Date" — the estimated end date for TRA-A.
- The "Actual End Date" will be left blank for now. It will eventually be updated to reflect the date TRA-A ends.
- Service Notes: Enter "Start TRA-A benefits."
- Click the "Save" button.

TAA & TrackOne
Entering TRA-A

- Submit a request for TRA-A benefits to the Federal Claims Unit following the standard protocol.
- Enter a case note.

NOTE: **Make sure that you include the documentation that the person applied for training within 210 days of layoff or certification.**



TAA & TrackOne
Entering TRA-R

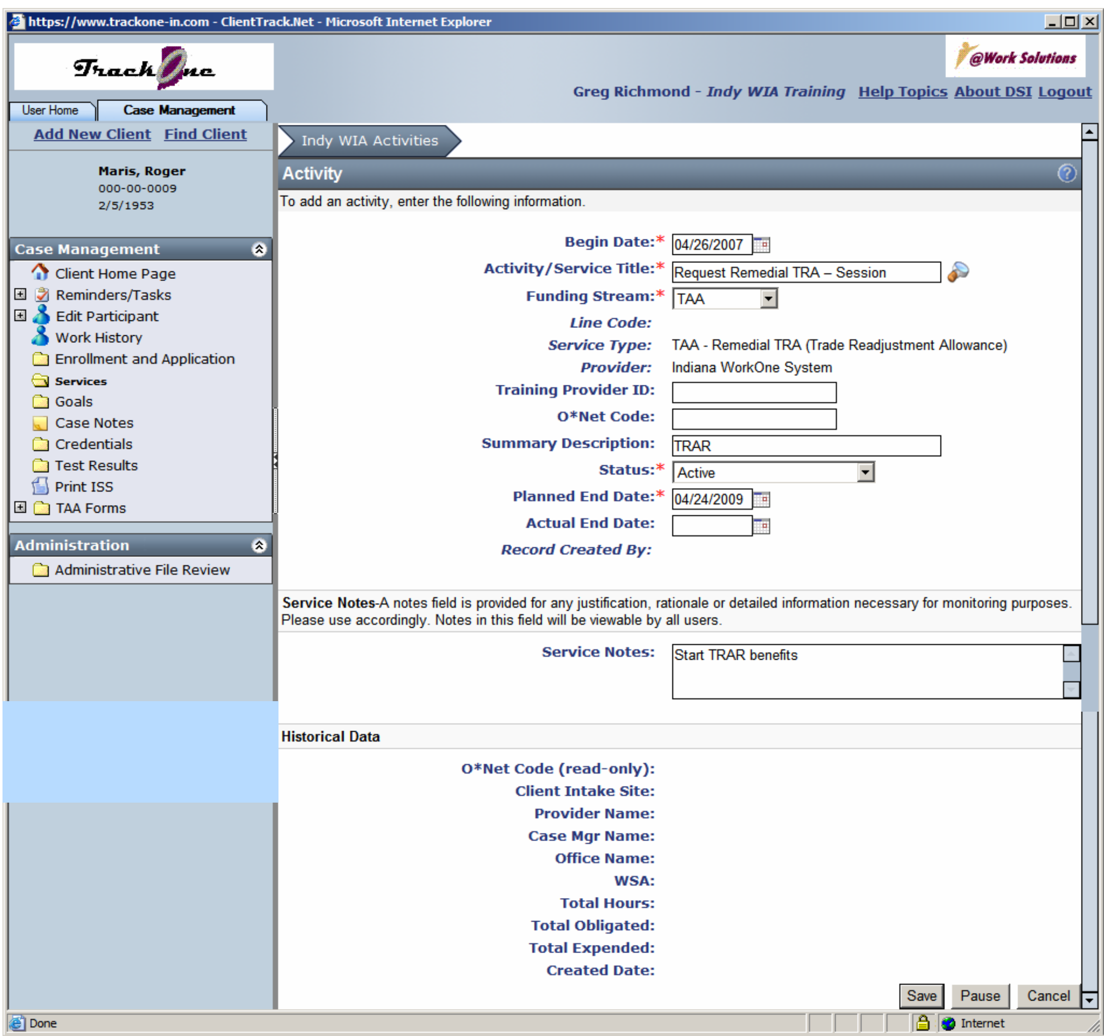
Before you enter a request to set-up Trade Readjustment Assistance—Remedial (TRA-R), verify that TRA-B and TRA-A service records have been entered with the correct start and end dates. The TRA-B and TRA-A end dates should be the last date the claimant received those benefits.

- Open the participant's file.
- Click the services link on the navigation pane. This will open the activities screen.
- Click the 'Add New" button, this will open the activities screen.
- Click the magnifying glass icon to the right of the activity/service title field. This will open the "Available Services by Funding Stream" dialog box.
- In the dialog box click the "Funding Stream" down list arrow and select TAA.
- Click the "Service Type" down list arrow, scroll down; select "TAA - Remedial TRA."
- Click the "Search" button; the search will generate a list of services.
- Click the TAA - Remedial TRA Request Remedial TRA
- Click the down list arrow to the right of the "Funding Stream", select TAA.
- In the "Summary Description" box type "TRA-R."
- Click the down list arrow to the right of "Status" and select active.
- Enter the "Planned End Date" — This is the earlier of the TRAR end date or the date school ends.
- The "Actual End Date" will be left blank for now. It will eventually be updated to the earlier of either the TRA-R end date or the date school ends.
- Service Notes: Enter "Start TRA-R benefits."
- Click the "Save" button.

TAA & TrackOne
Entering TRA-R

- Enter a case note justifying the start of TRA-R.
- Submit a request to start TRA-R benefits to the Federal Claims Unit following the standard protocol.

NOTE: Make sure that you include the documentation that the person applied for training within 210 days of layoff or certification.



TAA & TrackOne
Entering a Job Search

Job search allowance and job search reimbursement are two distinct services that will need to be entered separately.

The request for a job search allowance must be submitted and approved prior to the job search taking place and within 365 days of the layoff or 182 days after training has ended.

To enter a request for a job search allowance:

- Open the participant's file.
- Click the services link on the navigation pane. This will open the activities screen.
- Click the 'Add New" button; this will open the activities screen.
- Click the magnifying glass icon to the right of the activity/service title field. This will open the "Available Services by Funding Stream" dialog box.
- In the dialog box click the "Funding Stream" down list arrow and select TAA.
- Click the "Service Type" down list arrow, scroll down, and select TAA - Job Search Allowance.
- Click the "Search" button; the search will generate a list of services.

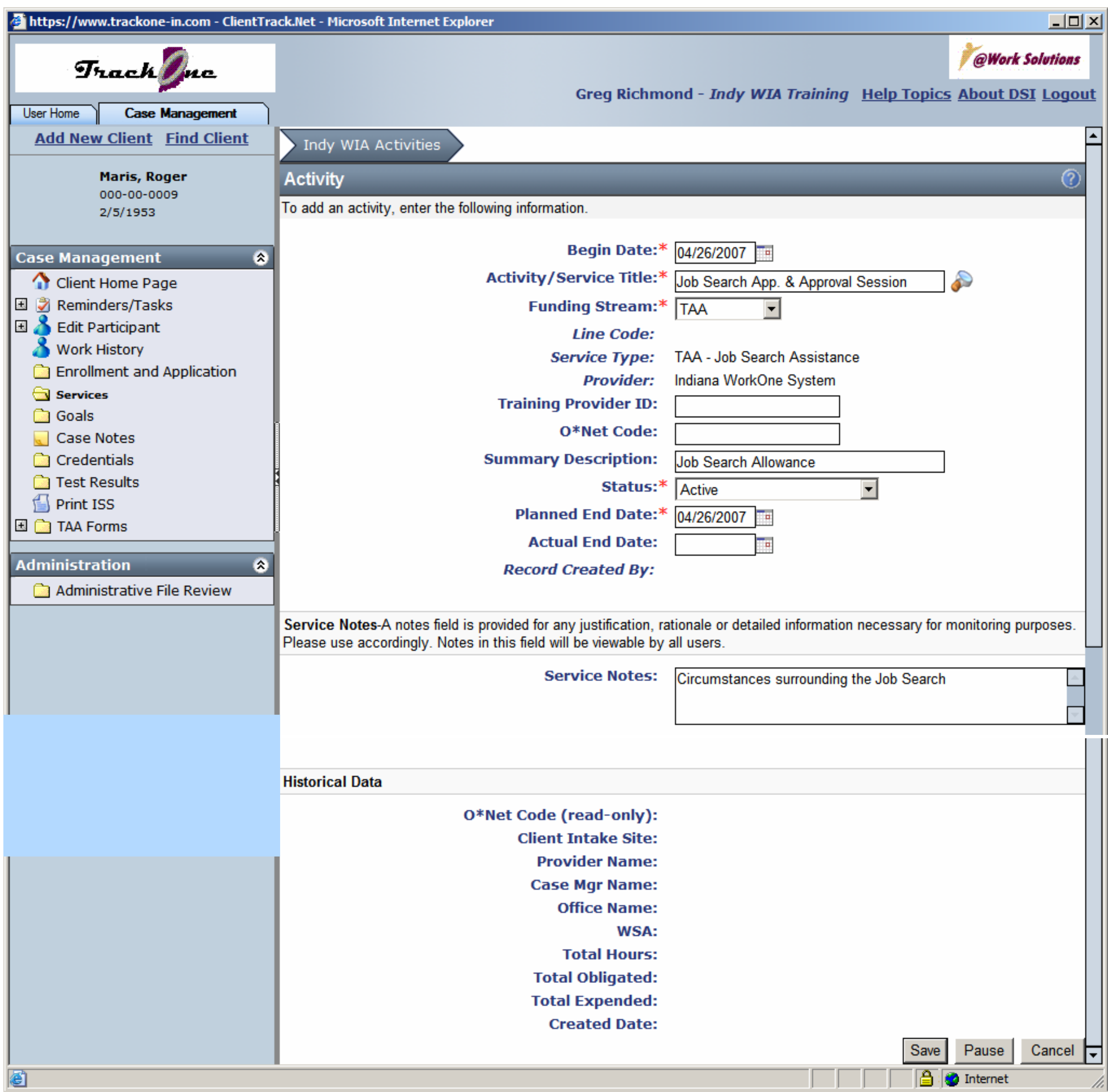
NOTE: Do not use Resume Development, Job Search Assistance in the IRA, or TAA Job Search Workshops. These are ES services and not TAA funded services

- Click the TAA - Job Search App. & Approval Session.
- Click the down list arrow to the right of the "Funding Stream", select TAA.
- In the "Summary Description" box type "Job search allowance."
- Click the down list arrow to the right of "Status" and select active.
- In the "Planned End Date" field, enter the date the request was submitted.
- The "Actual End Date" will be the date the request was submitted.
- Service Notes: Enter the circumstances surrounding the Job Search.

TAA & TrackOne
Entering a Job Search

- Click the save button.
- Enter a case note documenting eligibility and rational for the decision to approve a job search allowance.

NOTE: Submit the job search form to State TAA Coordinator.



TAA & TrackOne

Entering a Job Search Reimbursement

Once the job search allowance has been approved, the participant will need to bring in the required receipts for gas, lodging and meals. Upon receipt, the case manager will need to submit a request for reimbursement.

- Open the participant's file.
- Click the services link on the navigation pane. This will open the activities screen.
- Click the 'Add New" button, this will open the activities screen.
- Click the magnifying glass icon to the right of the activity/service title field. This will open the "Available Services by Funding Stream" dialog box.
- In the dialog box click the "Funding Stream" down list arrow and select TAA.
- Click the "Service Type" down list arrow, scroll down, and select TAA - Job Search Allowance.
- Click the "Search" button, the search will generate a list of services.

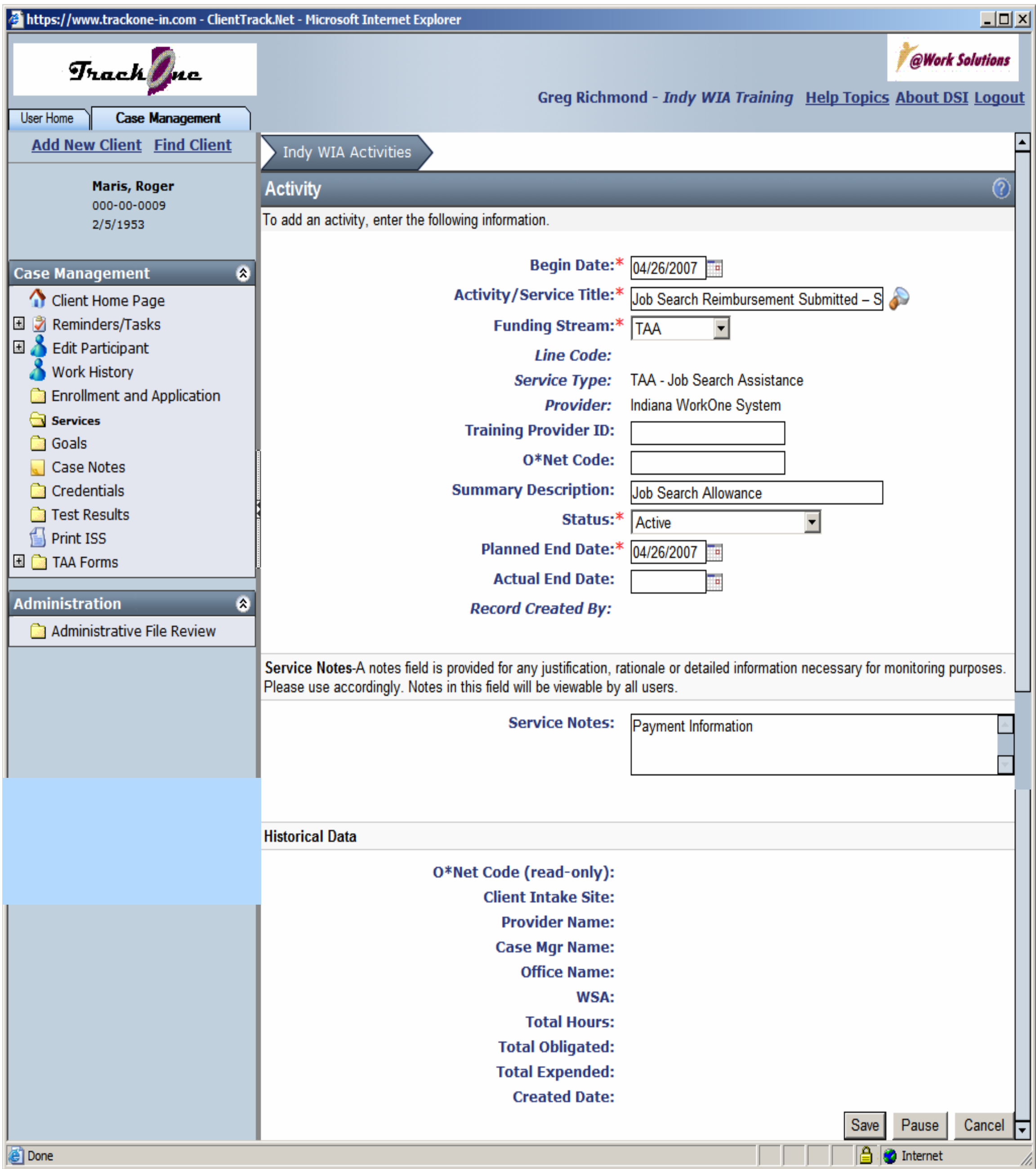
NOTE: **Do not use Resume Development, Job Search Assistance in the IRA, or TAA Job Search Workshops. These are ES services and not TAA funded services,.**

- Click the TAA - Job Search Reimbursement Submitted – Session
- Click the down list arrow to the right of the "Funding Stream", select TAA.
- In the "Summary Description" box type "Job search allowance".
- Click the down list arrow to the right of "Status" and select active.
- In the "Planned End Date" field, enter the date request was submitted.
- In the "Actual End Date" field, enter the date the request was submitted.
- In the "Service Notes" field, enter the payment information
- Click the "Save" button.
- Enter a case note documenting eligibility and decision to approve a job search allowance.

TAA & TrackOne

Entering a Job Search Reimbursement

NOTE: **Submit Job Search form to the State TAA Coordinator.**



TAA & TrackOne
Entering a Relocation Allowance

Relocation Allowances are similar to job search allowances, in that there are two distinct services. The first is a request for relocation allowance, which must be submitted prior to the relocation. The second is the request for the actual reimbursement. The request for relocation allowance must be submitted within 425 days after the layoff or 182 days after training has ended.

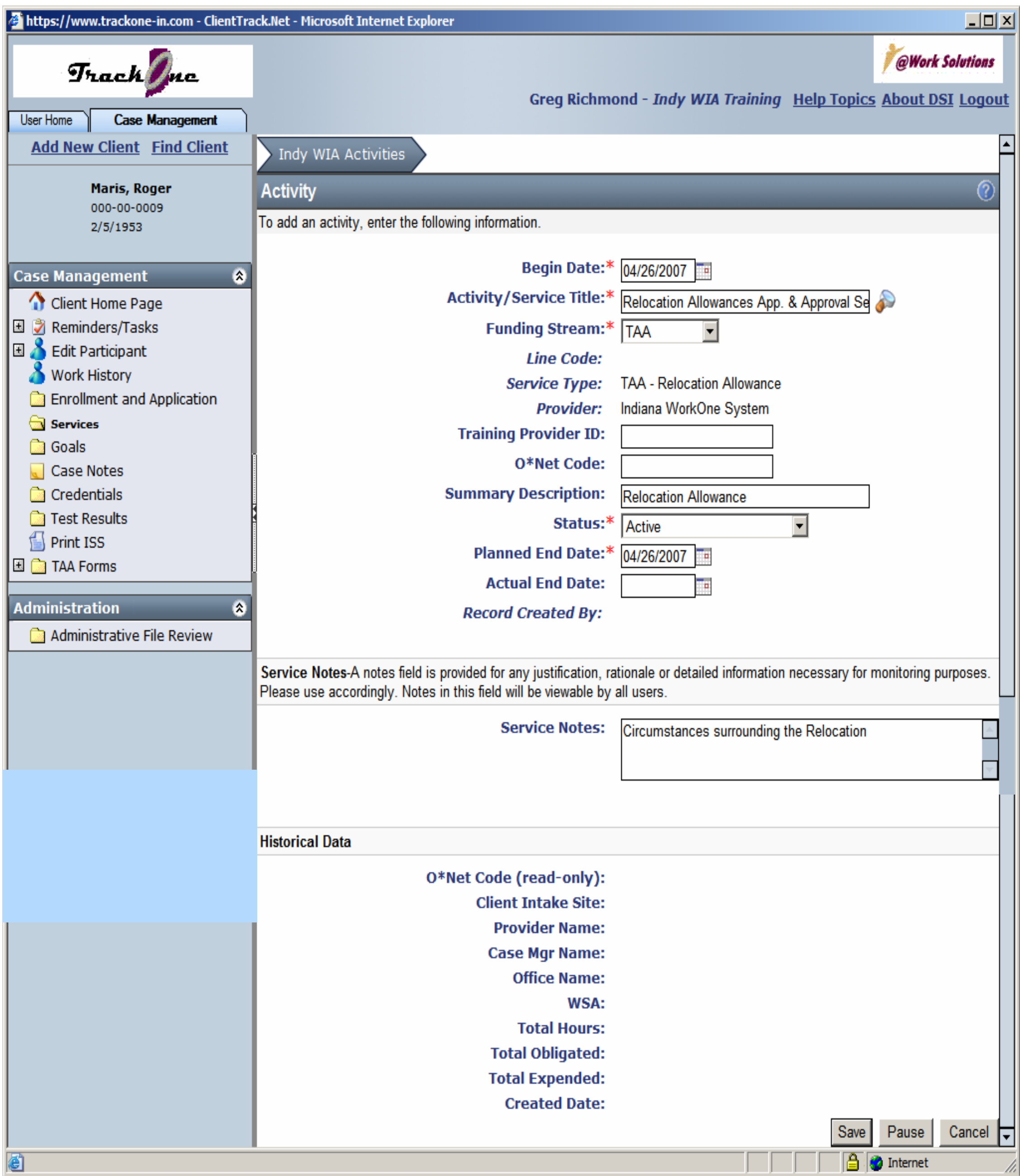
We will complete the request for Relocation Allowance first.

- Open the participant's file.
- Click the services link on the navigation pane. This will open the activities screen.
- Click the 'Add New" button, this will open the activities screen.
- Click the magnifying glass icon to the right of the activity/service title field. This will open the "Available Services by Funding Stream" dialog box.
- In the dialog box click the "Funding Stream" down list arrow and select TAA.
- Click the "Service Type" down list arrow and scroll down and select TAA - Relocation Allowances.
- Click the "Search" button; the search will generate a list of services.
- Click the Relocation Allowances App. & Approval Session.
- Click the down list arrow to the right of the "Funding Stream", select TAA.
- In the "Summary Description" box type "Relocation Allowance."
- Click the down list arrow to the right of "Status" and select active.
- In the "Planned End Date" field, enter the date request was submitted.
- In the "Actual End Date" field, enter the date the request was submitted.
- In the Service Notes text box, enter the circumstances surrounding the relocation.
- Click the save button.
- Enter a case note documenting eligibility for a relocation allowance.

NOTE: Submit Relocation form to State TAA Coordinator.

TAA & TrackOne

Entering a Relocation Allowance



TAA & TrackOne

Entering a Relocation Reimbursement

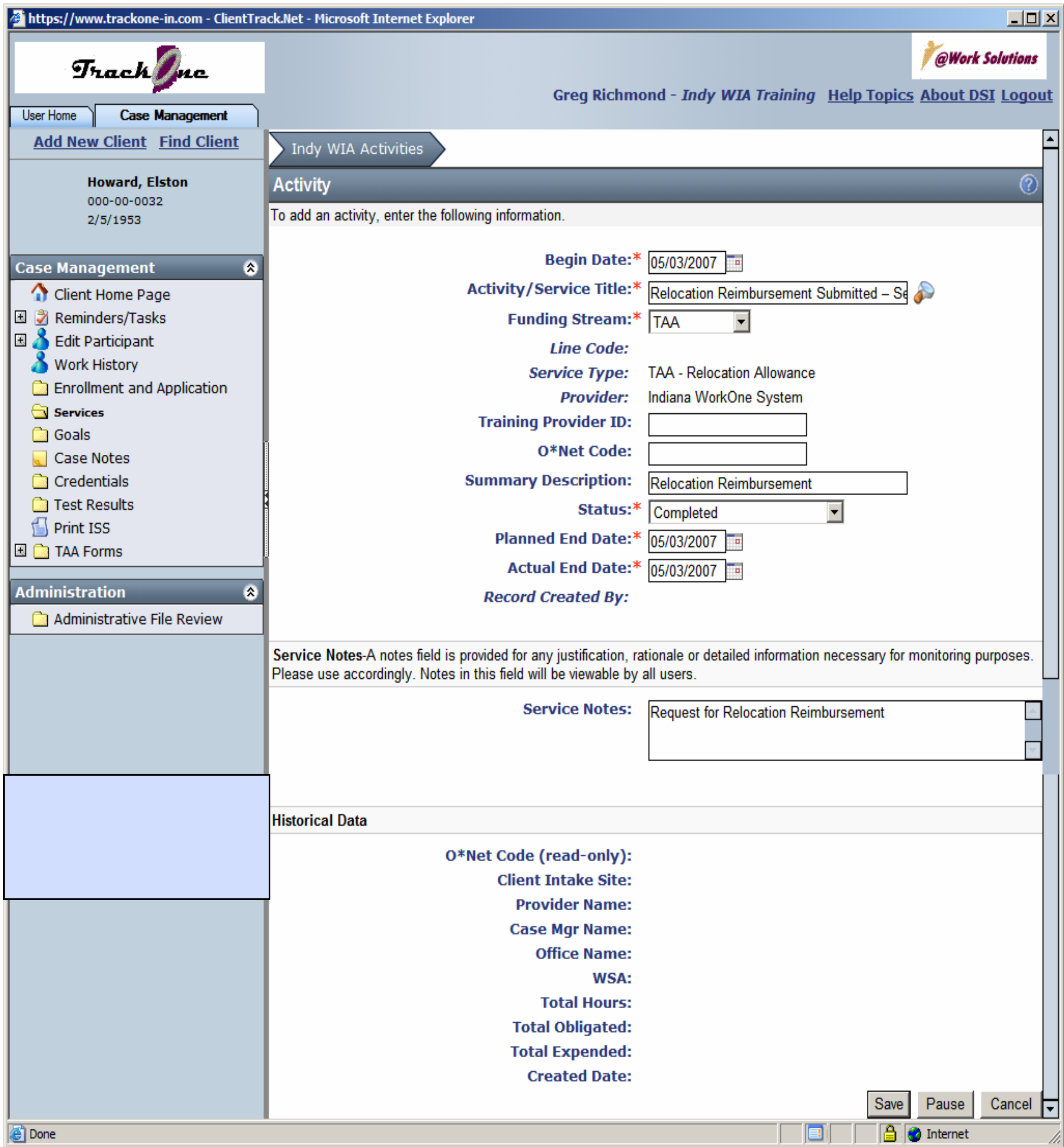
Once the relocation allowance has been approved, the participant will need to bring in the required receipts for relocation expenses.

To record a relocation reimbursement:

- Open the participant's file.
- Click the services link on the navigation pane. This will open the activities screen.
- Click the 'Add New" button, this will open the activities screen.
- Click the magnifying glass icon to the right of the activity/service title field. This will open the "Available Services by Funding Stream" dialog box.
- In the dialog box click the "Funding Stream" down list arrow and select TAA.
- Click the "Service Type" down list arrow and scroll down and select TAA - Relocation Allowances.
- Click the "Search" button; the search will generate a list of services.
- Click the Relocation Reimbursement Submitted—Session.
- Click the down list arrow to the right of the "Funding Stream", select TAA.
- In the "Summary Description" box type "Relocation Reimbursement."
- Click the down list arrow to the right of "Status" and select completed.
- The "Planned End Date" will be the same as the begin date.
- The "Actual End Date" will be the same as the begin date and planned end date.
- In the Service Notes text box, type "request for relocation reimbursement."
- Click the save button.
- Enter a case note justifying the reimbursement request.

NOTE: Submit the paperwork to the State TAA Coordinator.

TAA & TrackOne
Entering a Relocation Reimbursement



TAA & TrackOne
ATAA Services

The Alternate Trade Adjustment Assistance program is designed for eligible workers, age 50 or older, who obtain new, full-time employment at wages of less than $50,000 within 26 weeks of their separation. These workers may receive a wage subsidy of 50% of the difference between the old and new wages, up to $10,000 paid over a period of up to two years.

A worker receiving a wage subsidy under the ATAA program may not receive benefits under the TAA program except the HCTC.

Important Deadline: To qualify for ATAA a worker must obtain qualifying reemployment within 26 weeks of layoff. This remains true even if the certification is not issued until after the 26 weeks have passed.

If you have a participant utilizing ATAA, use the following steps to enter their information into ATAA:

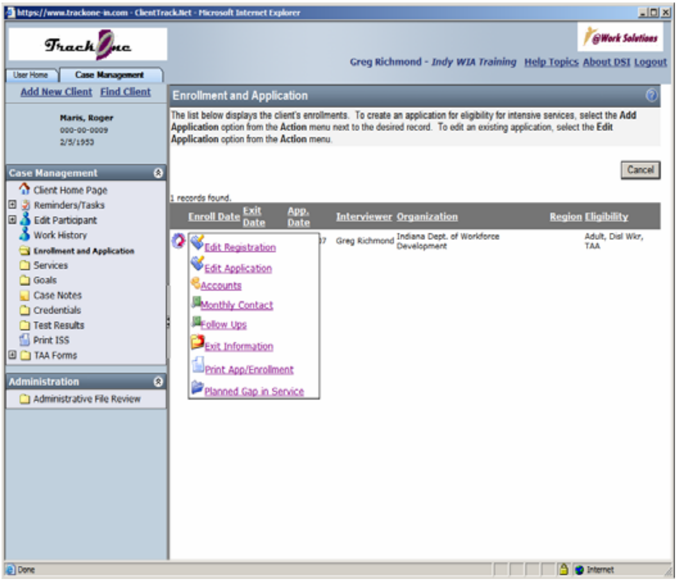
- Open the participant’s file and click the enrollment/ application link on the navigation panel.
- Click the gear icon and select “Edit Registration”.
- Scroll down to the TAA Tracking section and click on the check box after Apply for ATAA Benefit Determination.
- Scroll to the bottom of the page and click the save button.
- Click the “Services” link on the navigation panel.
- Click the “Add New“ button.
- Click the magnifying glass icon to the right of the activity/service title field.
- This will open the “Available Services by Funding Stream” dialog box.
- In the dialog box click the “Funding Stream” down list arrow and select TAA.
- Click the “Service Type” down list arrow, scroll down, and select TAA – ATAA (Alternative Trade Adjustment Assist.).
- Click the “Search” button; the search will generate a list of services.
- Click the TAA - ATAA service from the list.
- Click the down list arrow to the right of the “Funding Stream”, select TAA.
- In the “Summary Description” box type “ATAA.”
- Click the down list arrow to the right of “Status” and select active.
- Enter the “Planned End Date”. This date must be two years from the reemployment date.

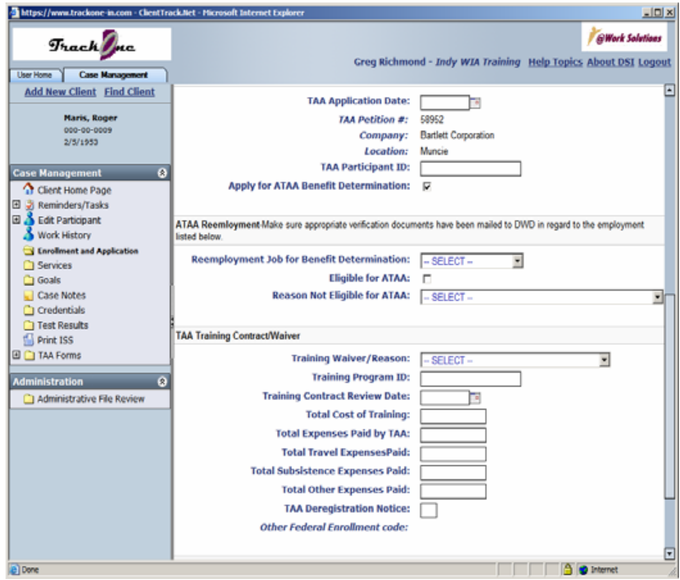
TAA & TrackOne
ATAA Services

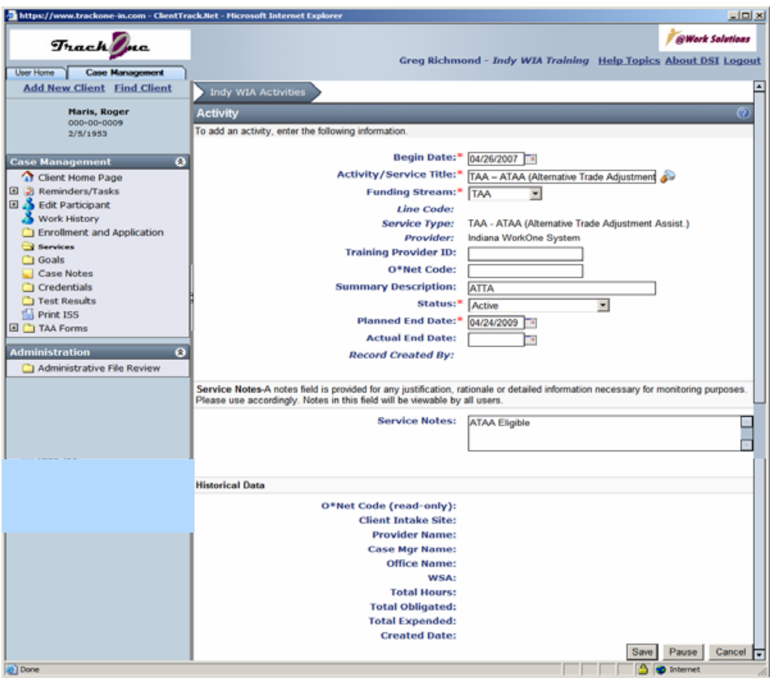
- Enter the "Planned End Date". This date must be two years from the reemployment date.
- The "Actual End Date" will be the two years from the reemployment date or the receipt of $10,000 in wage subsidies, which ever comes first.
- In the Service Notes, type "ATAA eligible."
- Click the save button.
- Enter a case note. The case note must document that the ATAA application has been submitted to the State ATAA Coordinator.

NOTE: You will need to enter or extend the HCTC end date.

TAA & TrackOne
ATAA Services







TAA & TrackOne
Entering A Goal

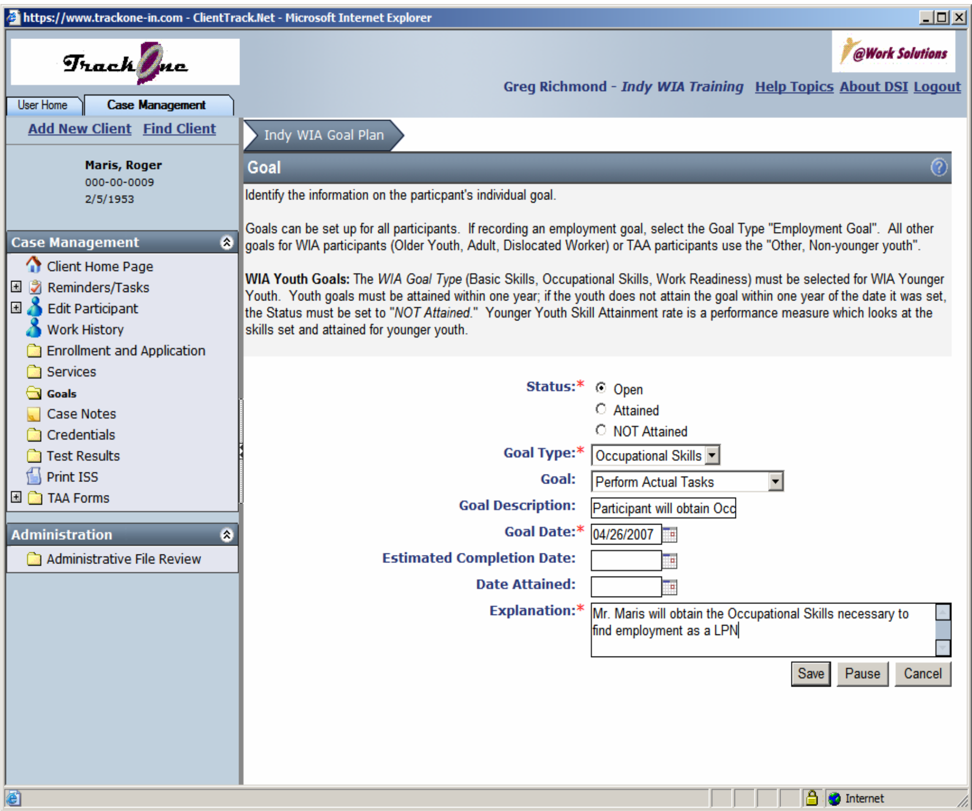
Goals and goal setting are recognized as being critical for success. While goals are only a required service for WIA Younger Youth, as a TAA case manager, you should work with your participant to negotiate realistic and well defined goals. This is recommended as a case management best practice and to encourage the participant to take ownership of the services he/she receives.

To record goals:

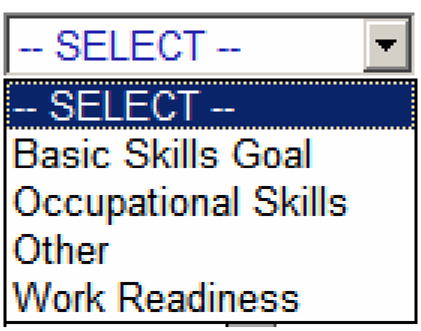
- Click the goals link in the navigation pane.
- Click the “Add New” button.
- Select “Open.”
- Click the down list for “Goal Type”. Select the type that is the most appropriate for the goal.
- Click the down list and select the goal.
- Type in the goal description.
- Enter a goal date. This is date the goal was set.
- Enter an estimated completion date.
- Leave the actual completion date blank at this time.
- Enter a detailed explanation of the goal.
- Click the save button.

NOTE: **When the participant completes or achieves the goal, you will need to update the goal record to input the actual completion date.**

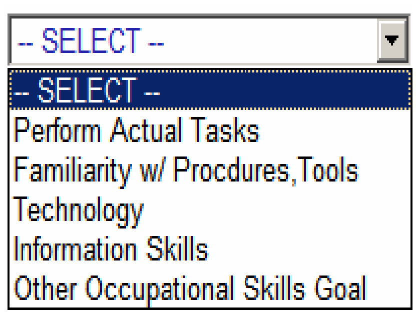
TAA & TrackOne Entering A Goal



Goal Type



Goal Description



TAA & TrackOne Entering Case Notes

Case notation is essential to case management. It is essential that case notes be focused on the services provided, contain detailed information documenting service delivery and record the flow of the case management process. Case notes are NOT intended for case managers to write their personal feelings, frustrations or opinions about the participant and his/her progress. Case notes should be factual and concise.

NOTE: **Case notes cannot be deleted in TrackOne. They can be amended through the addition of another case note if necessary but cannot be edited once they are saved.**

To create a case note:

- Click on the case notes link on the navigation pane.
- Click the "Add" button.
- Type in the case note.

NOTE: **There is a toolbar similar to the one in MS Word.**

- Once you have completed the case note, proofread it and click the save button.

To review previously written case notes:

- Click on the case note link on the navigation pane to open the case note screen.
- Click on the view icon to the right of the case note you wish to review.

To print a case note:

- Click the selection square under the word print for the case note; click the "Print" button. The print dialog box will open. This box allows you to choose the number of copies, etc.

1 records found.

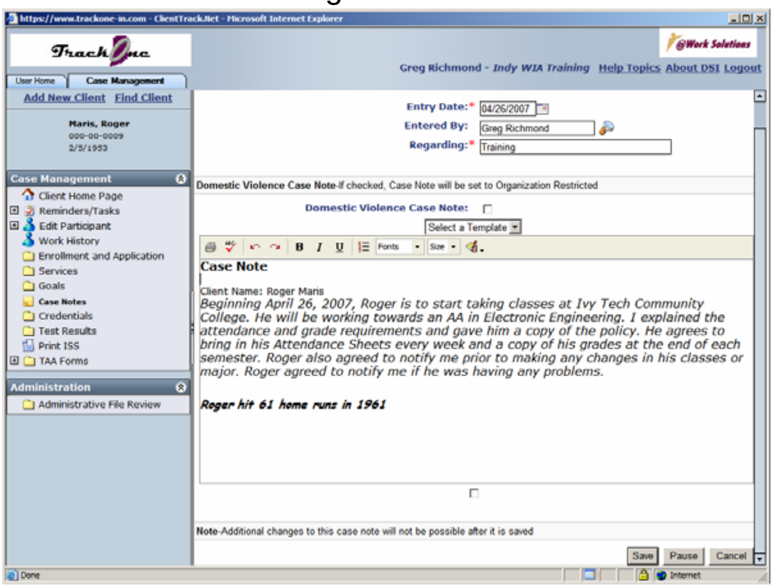
	Print	Date	Case Manager	Regarding	Restriction
View	☐	4/26/2007	Greg Richmond	Training	Unrestricted

- Click "OK".

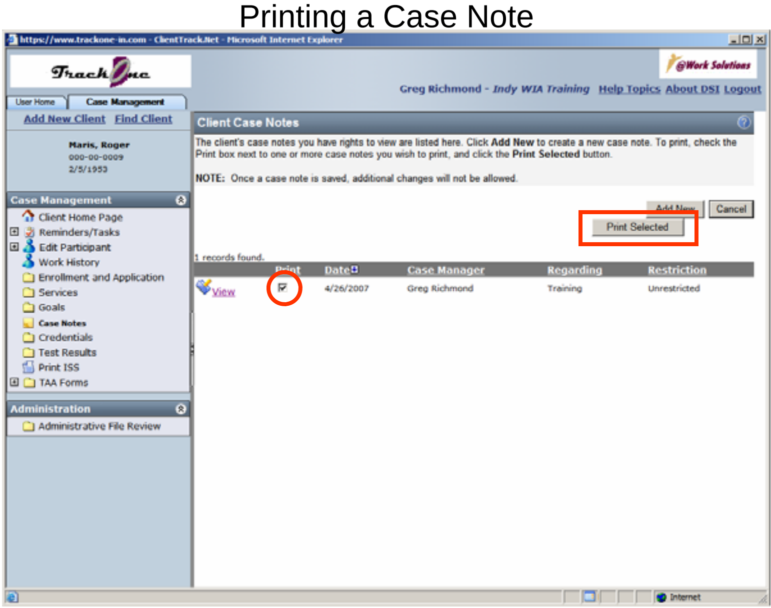
NOTE: Case notes pertaining to domestic violence should be marked as such. Victims of domestic violence are afforded special confidentiality protections under the Violence Against Women Act. TrackOne allows a case manager to limit access to any case note pertaining to domestic violence by marking it as restricted.

TAA & TrackOne Entering Case Notes

Adding a Case Note



Printing a Case Note

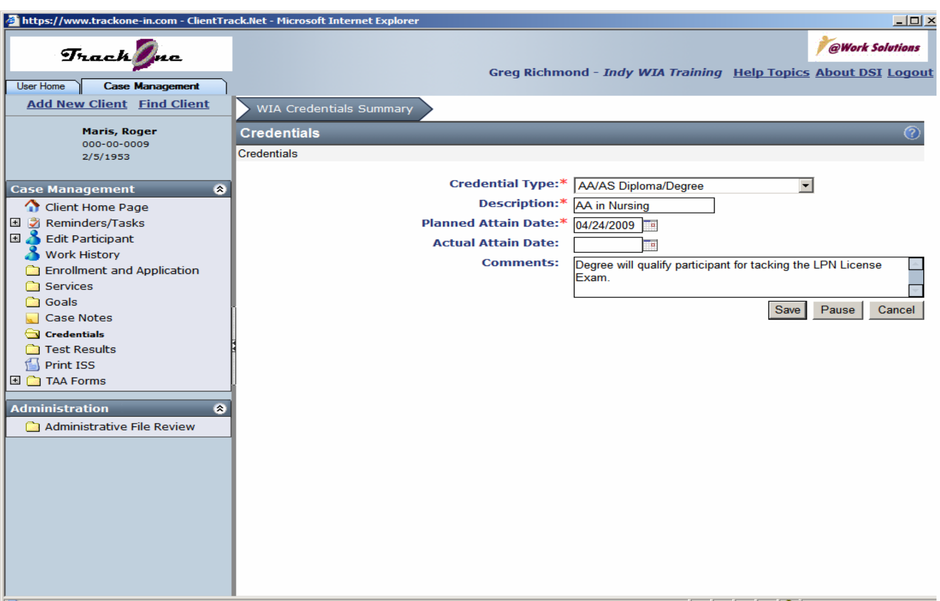


TAA & TrackOne
Entering Credentials

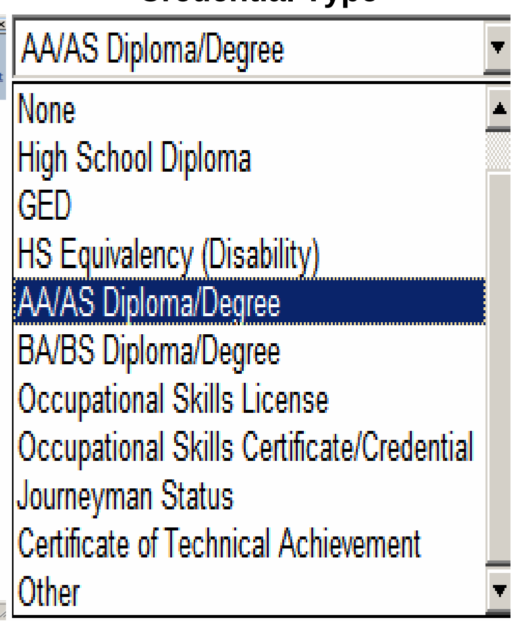
Credentials are standards of achievement that verify a level of skill attainment. When a client finishes a training program, a record of the credential attained needs to be entered in to TrackOne.

To record a credential:

- Click “Credentials” in the navigation pane.
- Click the “Add New” button.
- Click the “Credential Type” down list arrow and select the appropriate credential from the list.
- In the “Description” field, enter a brief description of the earned credential. Specify what field of study the credential is targeted.
- The “Planned Attain Date” should be the same as the training completion date.
- The “Actual Attain Date” is the date training was completed and the credential was attained.
- In the “Comments” text box, enter in any additional comments you may have about the credential.



Credential Type



Conducting formal assessments are a large part of the case management process. Formal assessments are essential to determining the participant's skills and abilities prior to entering him/her in to training programs. Assessments, and their results, need to be entered in TrackOne.

To record assessment results:

- Click on the "Test Results" folder on the navigation pane and it will open the test results screen.
- Click the "Add New" button. The Test Results screen will open.
- Click the test name on the down list arrow to select the test that was given.
- Click the test type down list arrow to select test type (Oral, Manual, Dexterity or Written).
- Click the save button.

Individual Service Strategy/Individual Employment Plan

A written case management plan is essential to the case management process.

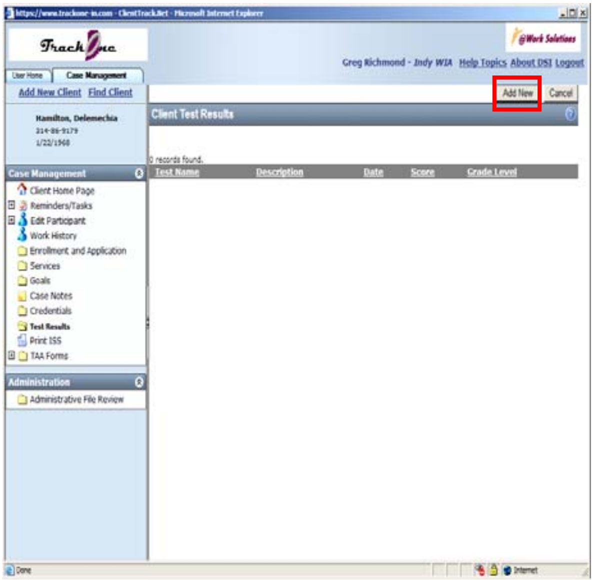
TrackOne simplifies this greatly by creating an Individual Service Strategy/Individual Employment Plan automatically. TrackOne "mines" data from all of the participant transaction records the case manager has created in the system. The system then populates the fields in the ISS/IEP form with the data previously entered.

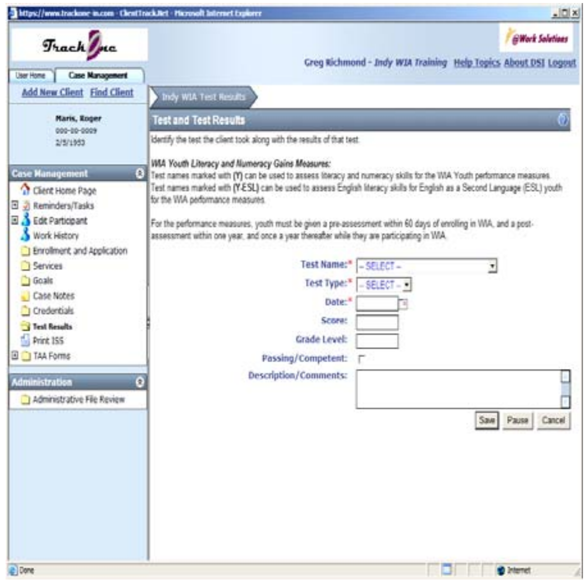
To print this form:

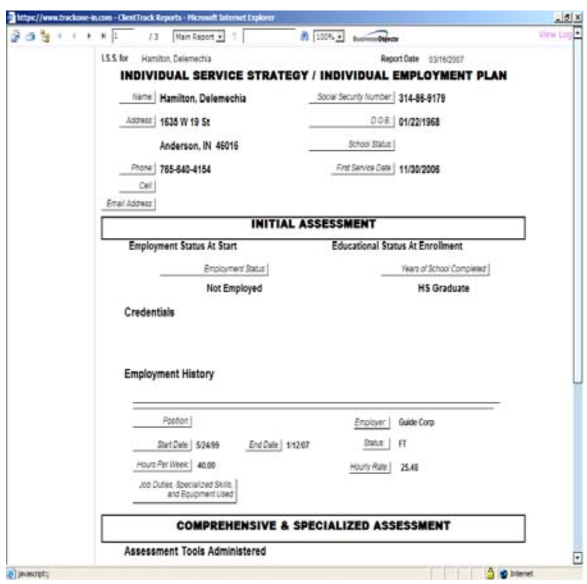
- Click on the "Print ISS" link on the navigation pane.
- Click the print icon to print the document.

TAA & TrackOne
Test Results & ISS/IEP

-







TAA & TrackOne TAA Forms

The TrackOne system will generate a few of the TAA forms that need to be printed for the participant's file. TrackOne will auto-populate several of the fields on the forms to save the case manager from having to type information already contained in the system.

To print the forms:

- Click on the small plus sign just to the left of the TAA forms link on the navigation pane. This will expand the menu to show links to the following forms.
  - TAA Waiver
  - TAA Job Search
  - TAA Relocation
  - TAA Training

  (Each form is shown on the next page.)
- Print the forms and either submit or place in the participant's file as appropriate.

TAA & TrackOne Forms

https://www.trackone-in.com - ClientTrack.NET Report Viewer - Microsoft Internet Explorer

INDIANA WORKFORCE DEVELOPMENT

Trade Adjustment Assistance Program
Waiver of the Training Requirement

Application Date: **04/18/2007** Local Office: **Indiana Dept. of Workforce Development**

Name: **Maris, Roger**
SSN: **000.00.0009**
Petition:
Waiver Issue Date: **04/18/2007**
(must be on or after separation and application date)
Waiver Expiration Date: **04/18/2007**
(must be within six months of issue date)
Extended Expiration Date:
(estimated end of Basic TRA)

Dates
Certification Date:
Separation Date:
8 Week Deadline
16 Week Deadline
45 Day Extension **Y** **N**
Reason

Waiver Criteria:

Benefit Rights:

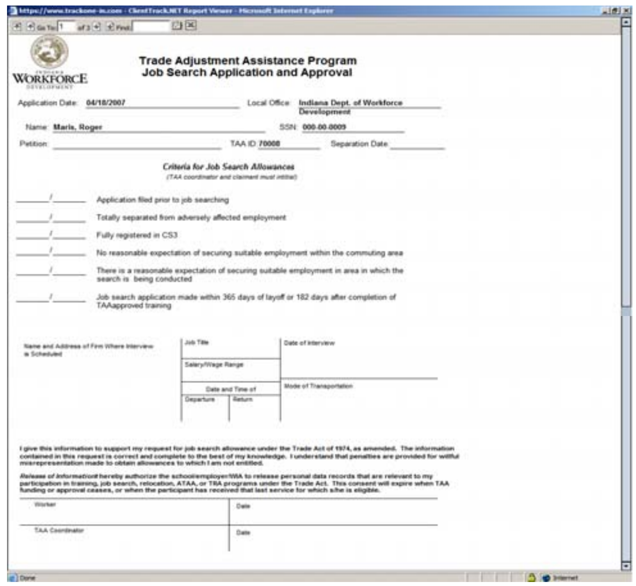
- Your waiver is in effect for six months after issuance. At the end of the six-month period, if you are otherwise eligible, your waiver can be extended to the end of your Basic TRA.
- Your waiver must be reviewed and renewed every 28 days. If you fail to attend one review session, you may lose your TRA benefits temporarily. If fail to attend a second session, your waiver will be revoked and your benefits will be terminated.
- Your waiver will be revoked if your circumstances change OR you become enrolled in training.
- Waivers cannot be back dated under any circumstances.
- You have received and read the Benefit Rights Overview for TAA.
- You may appeal any TAA/TRA determination that results in the loss of benefits.
- Release of Information: I hereby authorize the school/employer/WIA to release personal data records that are relevant to my participation in training, job search, relocation, ATAA, or TRA programs under the Trade Act. This consent will expire when TAA funding or approval ceases, or when the worker has received that last service for which s/he is eligible.

The waiver issue date must be the same or greater than the date signed by the worker and the local TAA coordinator

Worker	Date
TAA Coordinator	Date

No TRA payments will be made without the written authorization of the State TAA Coordinator

State TAA Coordinator	Date



https://www.trackone-in.com - ClientTrack.NET Report Viewer - Microsoft Internet Explorer

INDIANA WORKFORCE DEVELOPMENT

Trade Adjustment Assistance Program
Job Search Application and Approval

Application Date: **04/18/2007** Local Office: **Indiana Dept. of Workforce Development**
Name: **Maris, Roger** SSN: **000.00.0009**
Petition: TAA ID **70008** Separation Date

Criteria for Job Search Allowances
(TAA coordinator and claimant must initial)

____/____ Application filed prior to job searching
____/____ Totally separated from adversely affected employment
____/____ Fully registered in CS3
____/____ No reasonable expectation of securing suitable employment within the commuting area
____/____ There is a reasonable expectation of securing suitable employment in area in which the search is being conducted
____/____ Job search application made within 365 days of layoff or 182 days after completion of TAAapproved training

Name and Address of Firm Where Interview is Scheduled | Job Title | Date of Interview | Salary/Wage Range | Date and Time of: Departure, Return | Mode of Transportation

I give this information to support my request for job search allowance under the Trade Act of 1974, as amended. The information contained in this request is correct and complete to the best of my knowledge. I understand that penalties are provided for willful misrepresentation made to obtain allowances to which I am not entitled.

Release of Information **I hereby authorize the school/employer/WIA to release personal data records that are relevant to my participation in training, job search, relocation, ATAA, or TRA programs under the Trade Act. This consent will expire when TAA funding or approval ceases, or when the participant has received that last service for which s/he is eligible.**

Worker	Date
TAA Coordinator	Date

https://www.trackone-in.com - ClientTrack.NET Report Viewer - Microsoft Internet Explorer

INDIANA WORKFORCE DEVELOPMENT

Trade Adjustment Assistance Program
Relocation Allowances Application and Approval

Application Date: **04/18/2007** Local Office: **Indiana Dept. of Workforce Development**
Name: **Maris, Roger** SSN: **000.00.0009**
Petition: TAA ID **70008** ATAA Eligibility: **Y** **N**

Criteria for Job Search Allowances
(TAA coordinator and claimant must initial)

____/____ Application filed prior to job searching
____/____ Totally separated from adversely affected employment
____/____ No prior relocation under the same petition - OR - allowances claimed by a family member for the same relocation
____/____ Relocation within the United States and outside the commuting area
____/____ Fully registered in CS3
____/____ No reasonable expectation of securing suitable employment within the commuting area
____/____ Relocation to begin within 182 days of application

Name and Address of Firm Offering Employment | Job Title | Starting Date | City and State of relocation | Expected Date of Move

I give this information to support my request for job search allowance under the Trade Act of 1974, as amended. The information contained in this request is correct and complete to the best of my knowledge. I understand that penalties are provided for willful misrepresentation made to obtain allowances to which I am not entitled.

Release of Information **I hereby authorize the school/employer/WIA to release personal data records that are relevant to my participation in training, job search, relocation, ATAA, or TRA programs under the Trade Act. This consent will expire when TAA funding or approval ceases, or when the participant has received that last service for which s/he is eligible.**

Worker	Date
TAA Coordinator	Date

https://www.trackone-in.com - ClientTrack.NET Report Viewer - Microsoft Internet Explorer

INDIANA WORKFORCE DEVELOPMENT

Trade Adjustment Assistance Program
Training Application and Approval

Application Date: **04/18/2007** Local Office: **Indiana Dept. of Workforce Development**

Name: **Maris, Roger**
SSN: **000.00.0009**
Petition:
ATAA Eligible: Yes No
Employment Goal:
Highest Grade Completed: **17**
Degrees (type and date):

Dates
Certification Date:
Separation Date:
8 Week Deadline
16 Week Deadline
45 Day Extension **Y** **N**
Reason

ASSESSMENT OF THE SIX CRITERIA

____/____ There is no suitable employment (which may include technical and professional employment) available to the worker.
____/____ The worker would benefit from appropriate training
- This worker needs this training and training meets the worker's needs
- The worker has the mental and physical capabilities to undertake, make satisfactory progress in, and complete the training
- The individual will be job ready upon completion of the training

____/____ There is a reasonable expectation of employment following completion of training - using the skills and education acquired while in the training.
____/____ Training is approved by the Secretary (of Labor) and reasonably available to the worker within the worker's commuting distance. If not, please explain:
____/____ The worker is qualified to undertake and complete such training successfully
- The worker has the physical, mental, and educational background and financial resources adequate to undertake and complete the specific program being considered.
- The worker has financial resources to complete school when the TRA is exhausted.

____/____ Such training is suitable for the worker and available at a reasonable cost. Lowest priced provider. If not, please explain:

TAA & TrackOne
Exiting A Participant

When a participant has completed all training, case management goals and no other significant staff involved/intensive/training services are necessary for the participant to be successful, the case manager must exit the participant from the program.

NOTE: **Under common measures, the participant is exited from all programs he/she is enrolled on the same date. In other words, if a participant is co-enrolled in WIA and TAA, the participant is not exited from either program until the participant meets the exit criteria for both programs. Please refer to the information on common exit dates in the common measures information located on the DWD TrackOne Technical Guidance & Resources website.**

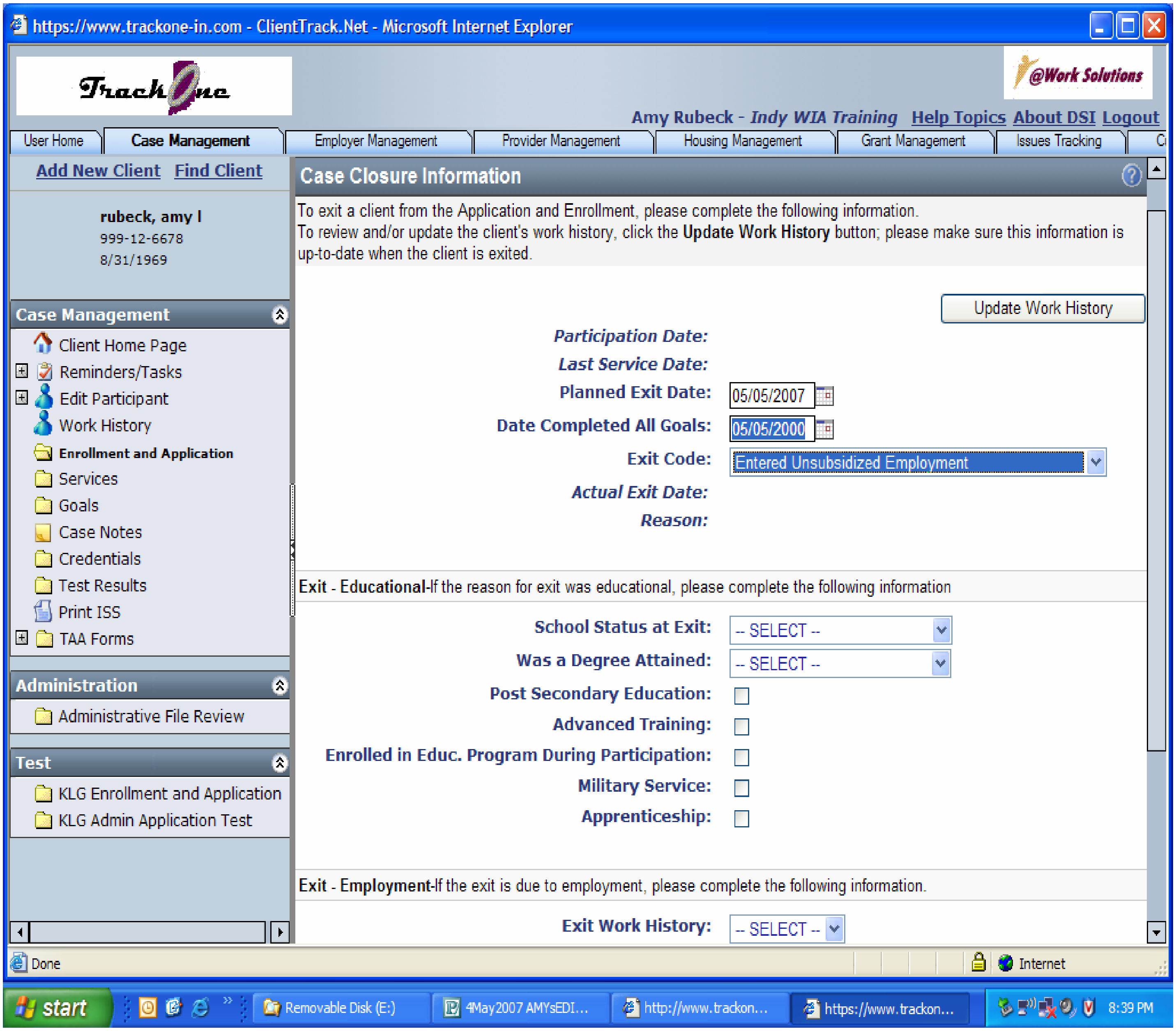
NOTE: **To save time, update the work history record before completing the exit information screens.**

To exit a participant:

- Click on the “Enrollment/Application” link on the navigation pane.
- Click the gear icon.
- Select “Exit Information.”
- Enter the “Planned Exit Date”. This is the date the case manager believes is the last date the participant will receive services.
- Enter the “Date Completed All Goals.”
- Enter the “Exit Code” by selecting the appropriate choice from the drop down menu.
- Complete the rest of the screen as appropriate.
- Enter a case note documenting the exit, reasons for exit and any other pertinent information.

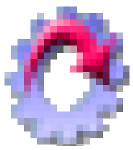
TAA & TrackOne

Exiting A Participant

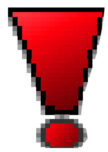


TAA & TrackOne

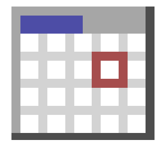
TrackOne Icons



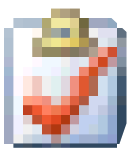
Action



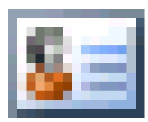
Alert



Calendar



Clipboard



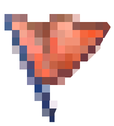
Contact

Delete

Edit Document

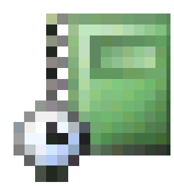
View Document

Exit Document

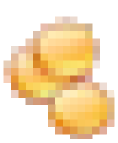


Flag

Home

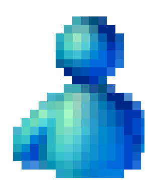


Journal



Financial (Money)

Print Document



User

TAA & TrackOne

TrackOne Acronyms

Acronyms and Abbreviations	***Terminology***
App.	Application
ATAA	Alternate Trade Adjustment Assistance
CS3	Customer Self Service System
DSI	Data Sytems International
DWD	Department of Workforce Development
ES	Employment Service
FEIN	Federal Employer Identification Number
HCTC	Health Care Tax Credit
IRA	Information Resource Area
POP	Period of Participation
SDM	Service Delivery Model
SSI	Strategic Skills Initiative
T1	TrackOne
TAA	Trade Adjustment Assistance
TAPR	Trade Adjustment Performance Reports
TRA	Trade Readjustment Assistance
TRA-A	Trade Readjustment Assistance Additional
TRA-B	Trade Readjustment Assistance Basic
TRA-R	Trade Readjustment Assistance Remedial
VA	Veterans' Administration
WIA	Workforce Investment Act
WISPR	The Workforce Investment Standardized Performance Report

TAA & TrackOne

Application Documentation

Citizen Eligible to Work	
1. Birth Certificate 2. Alien Registration Card 3. U. S. Passport 4. Public assistance records 6. DD-214, Report of Transfer or Discharge (If place of birth is shown)	7. Food Stamp records 8. Foreign Passport stamped “Eligible to Work.” 9. Hospital record of birth 10. Native American tribal document 11. Naturalization Certification 12. Baptismal Record with place of birth 13. A Department of Correction record, which indicated citizenship.
Social Security Number	
1. DD-214, Report of Transfer or Discharge 2. Unemployment Insurance wage records 3. Employment records 4. IRS form Letter 1722	5. Letter from Social Services agency 6. Pay stub 7. Social Security card 8. W-2 form
Birth Date Age	
1. Baptismal record 2. Birth Certificate 3. DD-214, Report of Transfer or Discharge 4. Driver’s License 5. Federal, State or Local government identification card 6. Hospital record of birth	7. Passport 8. Public assistance/Social service records 9. School records/identification card 10. Work Permit 11. Cross match with Department of Vital Statistics 12. Tribal records

TAA & TrackOne Glossary

Activity/Service: An activity or service is a product or action provided to a participant. Activities and services occupy a continuum that ranges from self-service activities to services that require significant staff involvement.

Additional Trade Readjustment Assistance (TRA-A): TRA-A is a monetary support benefit paid through the Unemployment Insurance program. This is available to qualified participants once their 26 weeks of TRAB is exhausted. To qualify the participant must be enrolled in a TAA approved training plan.

Application: An application is a request for significant staff involved/intensive/training services. In TrackOne, the application records information necessary to determine a participant's eligibility for workforce investment programs. An application is NOT an enrollment/registration.

Basic Trade Readjustment Assistance (TRA-B): TRA-B is a monetary support benefit paid through the Unemployment Insurance program. TRA-B is available to qualified participants once their 26 weeks of Unemployment Insurance is exhausted. To qualify, the participant must be enrolled in a TAA approved training plan or have been given a waiver from training. The participant must have been approved for or waived from training within eight weeks of the certification of the company's TAA petition if laid off prior to the certification or within 16 weeks of their layoff date if the layoff occurred after the certification.

Common Measures: A uniform metrics and program evaluation tool. See TEGL 17-05 for full details.

Disabled Veteran: A veteran that has been deemed by the Veteran's Administration to have a disability resulting from military service. The disability has been rated from 0% to 20%. VA ratings are computed in 10% increments.

Enrollment: The act of entering a participant in program services following an eligibility determination. Enrollment and registration are interchangeable terms. Both differ from the term "application."

Health Care Insurance Tax Credit: This is a tax credit worth 65% of the cost of your health insurance premium for a qualified health insurance program, including COBRAs, your spouses insurance if they pay more the 50% of the coverage, and private insurance that was in effect 30 days prior to layoff.

Job Search Allowance: An allowance that reimburses a participant up to 90% of necessary transportation expenses incurred while searching for work outside the participant's normal commuting range. Job search allowances are limited to $1,250.00. They are recorded in TrackOne as "intensive" or "significant staff involved" services.

TAA & TrackOne Glossary

Occupational Skills Training: Classroom, Vocational or Technical training that will provide individuals skills germane to an occupation in demand. This would be reported in TrackOne as an “Intensive” or “Significant Staff Involvement” service.

Participant, **Client**, **Customer**: Interchangeable terms referring to an individual who receives services in the Indiana workforce investment system.

Period of Participation: Period of time a participant receives services commencing with the first core service and ending with the last significant staff involved/intensive/training service.

Planned Gap in Service: A period of inactivity in funded services due to an illness of the participant, an illness involving a family member of the participant, a temporary relocation of the participant, (i.e. called to active duty from the Reserves or National Guard) or a delay in the training start date.

Registration: See definition for “enrollment”. Term used interchangeably with enrollment.

Relocation Allowance: An allowance that reimburses up to 90% of the reasonable and necessary expenses incurred from moving to an area outside the participant’s normal commuting distance. A bona fide job offer must be tended to the participant for he/she to be eligible and the allowance must be applied for and approved prior to the move taking place. Additionally, participants that qualify for relocation expenses will receive a lump sum settlement of three times their weekly wage up to a maximum of $1,250.00.

Remedial Trade Readjustment Assistance (TRA-R): TRA-R is a monetary support paid through the Unemployment Insurance program that provides an additional 26 weeks of benefits after TRA-A benefits are exhausted. This is available to qualified participants enrolled in a TAA approved training plan and participants must have been approved for and attended remedial classes prior to entering their approved training program.

Veteran: A person who served on active duty in the U. S. military for purposes other than training, for 180 days and was released with other than a dishonorable discharge. A Title X Veteran is any one called to active duty from the National Guard or Reserves.

TAA & TrackOne Glossary

Soft Exit: An exit generated by the system after 90 days without receiving a service from any program.

Special Disabled Veteran: A veteran that has been deemed by the Veteran's Administration to have a service connected disability. The disability has been rated from 20% to 100%. VA ratings are computed in 10% increments.

Trade Adjustment Assistance: A federal program available to workers who have lost their jobs due to foreign imports or due to products and production lines being moved outside the United States. The goal of the TAA program is to return adversely affected workers to employment as quickly as possible and at the highest possible wage.

Trade Adjustment Services: Services provided under the Trade Adjustment Assistance Act.

Veteran: A person who served on active duty in the U. S. military for purposes other than training, for 180 days and was released with other than a dishonorable discharge. A Title X Veteran is any one called to active duty from the National Guard or Reserves.